

Care Management

Extra help when you
need it the most



BlueCarePlus
Tennessee

bluecareplus.bcbst.com

Help When You Need It

A big injury or illness may be hard for you and your family. BlueCare Plus (HMO SNP)SM can help through our Care Management Program.

Our trained care coordinators work with:

- + You
- + Your family or caregiver
- + Your doctor
- + Your Medicaid Health Plan

As part of our program, you will have your own interdisciplinary care team. It can include you, your family or caregiver, your primary care doctor, other doctors you are seeing and other health care professionals, such as a social worker or dietician.

Our Care coordination team will ask you who you want to join your health care team and discuss other help you might need. Your nurse will ask you who you want to join your health care team, and you'll talk about other help you might need. Then you'll work together to develop a plan of care. To get the best results, it's important for you to work with your team to come up with the best plan of care for you.

Choosing the Best Care for You

Choosing the best care in the place that is right for you is important. Your care coordinator can help you make these decisions.

You and your family may need care coordination:

- + If your illness requires daily care
- + If your health problems require many different services
- + When your place of care changes (see example below)

For example, if you are a patient in the hospital and you will be getting your health care through a home health agency when you go home, your care coordinator will make sure your care plan gets from the hospital to the home health agency. Your coordinator will also help you understand the instructions you got from the hospital about your care or any new medications, and help you make a follow-up doctor's appointment.

Your care coordinator will also:

- + Give you more information about your condition
- + Give you advice on ways to stay healthy
- + Organize your health care plan
- + Direct you to providers in your plan network who are experts in treating your illness

Complex Care Management

You may need complex care management if:

- + You have many health conditions
- + You are seriously ill
- + You need many different health care services

Your care coordinator will help you:

- + Make sure you and your family have emotional support
- + Find service agencies and other groups to help
- + Learn more about your health conditions
- + Understand your health plan

This service helps you, your family and your care providers talk about your care. Final decisions are always yours.

Behavioral Health Management

If you need mental health care, our trained Behavioral Health Care Coordinators help your care coordinator. We help you find the right care, in the right place, with the right providers.



Transplant Care Management

If you need an organ or bone marrow transplant, a care coordinator will work closely with you to make sure you get the services you need.

Your Records Are Private

We keep your records private. We only share your records with your health care providers, doctors and care coordinators. We share information by talking in person or on the telephone, in writing or by email or fax.

You will get a written notice when:

- + Treatment is approved with a specific provider, or
- + Another type of treatment is suggested.

Do I Qualify?

All BlueCare PlusSM members can get care management services and are encouraged to participate in our care management program. Here's a list of some of the conditions we can help you with.

- + Chronic alcohol and other drug dependence
- + Asthma
- + Autoimmune disorders
- + Cancer (excluding pre-cancer conditions)
- + Coronary artery disease
- + Congestive Heart Failure (CHF)
- + Chronic Obstructive Pulmonary Disease (COPD) with oxygen use
- + Dementia
- + Diabetes mellitus
- + End-stage liver disease
- + End-Stage Renal Disease (ESRD) requiring any type of dialysis
- + Severe hematologic disorders
- + HIV/AIDS
- + Chronic lung disorders
- + Chronic and disabling mental health conditions
- + Neurologic disorders
- + Obesity
- + Stroke
- + Trauma
- + Transplant
- + Total Hip Replacements
- + Total Knee Replacements

- + Burns requiring surgery or other intervention
- + Depression
- + Bipolar Disorder
- + Schizophrenia
- + A terminal illness needing end-of-life care
- + Health problems that need nursing home, long-term care facility or rehabilitation services
- + Inpatient admissions, readmissions or frequent ER admissions
- + Transition of care or discharge planning needs
- + Social Issues such as homelessness or lack of adequate supports

How to Participate

Do you think Care Management can help you? Do you have questions about the program?



Call, **1-877-715-9503** (TTY: **711**)

8 a.m. to 6 p.m. ET,
Monday through Friday

or fax your request to

1-866-325-6694.

For behavioral health emergency assistance, call:

**Stateline Mobile Crisis at
1-855-CRISIS-1 (1-855-274-7471)**



BlueCare Plus Tennessee
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ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان اتصل برقم 1-800-332-5762 (TTY: 711).