



Care Coordination



Have you ever felt you needed a nurse
dedicated to you?

Luckily, you can get one.

It takes a team



**Blue Cross
Blue Shield**
of Rhode Island

Put your time and energy into feeling better. **We'll help with the rest.**

Sometimes, it may seem like you need a medical degree to understand your medications, test results, and other healthcare services. But we can help you make sense of it all.

By enrolling in Care Coordination, you'll have a Blue Cross & Blue Shield of Rhode Island (BCBSRI) healthcare professional—a nurse, social worker, health advocate, or dietitian—who works with you and your doctor to help you follow your treatment plan and improve your health. This can help if you have:

- A serious illness such as lung disease, heart disease, or stroke
- A serious injury
- An ongoing health problem that is not under control, such as asthma or diabetes
- A newborn or child with a complicated medical condition
- Difficulties in getting the care you need because of cost, transportation, cultural, or other social issues

You pay nothing extra to participate in Care Coordination—it's part of your BCBSRI health plan. To speak with one of our nurses about this voluntary program, please call **(401) 459-2273** or **1-800-637-3718, ext. 2273 (TTY/TDD: 711)** or email **triage_group@bcbsri.org**. We're here Monday through Friday, from 8:15 a.m. to 4:30 p.m.

“During visits, patients often ask about health and social issues extending outside the office. The nurse Care Coordinator assigned to my practice sits down with these patients and their families to help them find medical, dental, and social resources as well as assist with future healthcare planning. She has been very well received by my patients and staff.”

–Dr. Douglas Foreman

“My Care Coordinator understood what we were going through, was very knowledgeable, and helped through a lot of the difficult times. She explained many things to me about cancer that I didn't fully understand at first. She made the bad days bearable so we could move on. Thank you.”

–Debbie DeFazio

How Care Coordination **works for you**



1

You talk to a nurse about your health and ask questions.

We start by listening to you and your doctor. Your Care Coordinator may talk with you over the telephone, at your doctor's office, or at your bedside in the hospital. No matter where the talk takes place, we explain the program and discuss your healthcare concerns and questions. Your Care Coordinator may work with dietitians, social workers, and other BCBSRI healthcare professionals to help you support your health.

You work with the nurse to improve your health.

We work with you and your doctor to help you set and achieve health goals that are important to you. This may include having preventive screenings, learning more about your medications, or arranging necessary follow-up appointments.



2



3

You receive coaching, support, and health information.

We help you understand your health issues, your doctor's plan of care, and how to make the most of your doctor's visits. In addition, we help you understand your benefits, including suggestions on how you might be able to save money.

You're connected with other resources that can help.

Depending on your situation, we can help connect you with community agencies and support groups of people with similar health concerns and challenges. We can also provide additional resources and written material to help you better understand your condition and treatment options.



4



5

You have someone to help you track your progress.

We talk about how you're feeling and any new concerns as well as help you stay motivated to reach your goals.

10 ways Care Coordination has helped others

Over 95% of the people who actively participate in Care Coordination say that they are very satisfied with the nurse who worked with them. To get an idea of how Care Coordination can help you, here's a quick look at how other BCBSRI members have benefited:

1. Saved money on prescriptions and medical supplies.
2. Learned how to take medications correctly.
3. Reduced side effects from medication.
4. Received a timely referral to a behavioral health program.
5. Stayed out of the hospital.
6. Made a safe transition from the hospital to home.
7. Received assistance in getting an appointment with a doctor.
8. Learned what symptoms to report to the doctor.
9. Started an exercise plan and received discounts on fitness memberships.
10. Created and followed a healthy eating plan.



Only you and your doctor can choose the best treatments for your unique medical needs. As you consider your options, we're here with the encouragement and support you need to make informed choices about your health.



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Blue Cross & Blue Shield of Rhode Island is an HMO plan with a Medicare contract. Enrollment in Blue Cross & Blue Shield of Rhode Island depends on contract renewal. An independent licensee of the Blue Cross and Blue Shield Association.