



## Medicare Advantage Care Management

*Help when you need it most*







## Help when you need it most

A serious illness or injury can cause hardship for you and your loved ones. Not knowing where to turn can be very stressful. That's why BlueCross BlueShield of Tennessee offers a comprehensive Care Management Program as part of your BlueAdvantage Health Plan.



To arrange your care, the Care Management Program provides trained nurses called “health coaches” to work with you in meeting your health goals. Your health care team includes doctors, pharmacists, and registered nurses who have years of experience in providing care in hospital, nursing home, home health and other health care settings. Health coaches will partner with you to:

- Assist you in setting personal goals that will have a positive effect on your health;
- Work with your caregivers;
- Help you understand your health issues so that you will feel more comfortable about making health care decisions;
- Help your family members or designated caregivers understand your health issues so they can help you manage your health issues; and
- Help you find community programs that can assist you.

Your health coach helps make sure you get the quality care you need. At the same time, he or she stretches your health care dollars so that you get care as long as possible.

Your health care coverage offers eight levels of care management called Personal Support Programs at no extra cost:

1. Health Needs Assessment
2. Preventive Health
3. Lifestyle and Health Counseling
4. Care Coordination
5. Disease Management
6. Complex Case Management
7. Behavioral Health Case Management
8. Transplant Case Management

# Our Personal Support Programs

These programs have been designed to offer you a variety of services intended to engage you in your health and empower your health care decisions.

The information in this document is not designed to replace health care or medical advice from a professional. All questions about individual care or treatment should be referred to your health care provider.

## Health Needs Assessment

The Health Needs Assessment is a survey that asks questions about your medical history, lifestyle, medications, nutrition, mobility, social support, home environment and more. You can complete this survey on the phone, by mail or online.

Your completed survey provides you with:

- An opportunity to enroll in a Personal Support Program;
- An opportunity for a health coach to assist you with any coordination and quality of care needs you may have;
- Peace of mind that we are doing all we can to help you manage and improve your quality of life; and
- A summary report based on your survey responses and supplemental health information related to your specific needs.

## Preventive Health Recommendations

Preventive health screenings are an integral part of managing and maintaining your good health. To support you in your efforts to stay healthy, you will periodically receive preventive health reminders either by automated phone calls or by mail.

Reminders that you will receive include:

- Annual physical exam
- Bone mass measurement
- Colorectal cancer screening
- Flu shot
- Glaucoma screening
- Mammogram
- Pap smear
- Pneumonia shot
- Prostate cancer

Look for specific information about recommended preventive screenings on page 8.

## Lifestyle and Health Counseling to Direct Your Own Care

It is important to understand your health problems. That way, you are better able to make informed decisions about your care. This level offers ways to help you and your loved ones learn more about your illness. This self-directed program gives you valuable resources. You can then focus on what is most important: Staying healthy!

You will be given:

- The latest facts about your health problem.
- Online resources to find out more about your condition.
- A 24-hour, toll-free number with more than 1,200 health messages.
- A self-care handbook, upon completion of your health needs assessment.
- Quarterly member newsletters containing information about your plan and other helpful health and wellness tips.
- An informational brochure on home safety tips.

## Care Coordination

You and your family may benefit from care coordination if you suffer from an illness that needs a daily regimen of care. This level may also be for you if your health problems require the coordination of many services. Your health coach, along with your caregivers, will arrange the most appropriate care in the most appropriate setting for you.

Your health coach will also:

- Give you added information about your condition.
- Give you advice on ways to stay healthy.
- Assess your plan of care to make sure you are on the road to good health.
- Direct you to providers who specialize in treating your illness.
- Instruct you on how to monitor your condition.

## Disease Management

Chronic conditions sometimes require extra care and support. You may benefit from this level of care if you have one or more of the following conditions: asthma, coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF) or diabetes.

Your health coach will:

- Answer questions and provide support about your medical condition(s).
- Answer questions and provide support about any surgical or treatment decisions you face.
- Help you learn more about your health – and communicate better with your doctor.
- Help you consider whether a current health concern requires quick medical attention.
- Provide you with tools to monitor your condition.

## Complex Case Management for Long Term-Aid

In the unfortunate event that you should experience multiple chronic illnesses, or have complicated health care needs, you may require more individualized attention. This type of long-term assistance is offered through the complex case management program.

Your health coach will:

- Contact everyone involved in your care to coordinate the right medical services for you.
- Help assure that you and your family have the emotional support needed during this trying period.
- Help you locate community service agencies and other organizations to provide assistance, including financial aid assistance programs.
- Give you added information about your medical condition.
- Address your concerns regarding clinical and coverage issues.
- Address your needs and concerns regarding advance directives.

## Behavioral Health Case Management

Dealing with chronic health conditions can take its toll on your physical and mental well-being. This program focuses on both your physical and emotional health care needs by making sure you get the most appropriate care in the most appropriate setting by the provider who can most appropriately treat your condition.

Your health coach will:

- Work with you to identify any risks you may have to prevent negative quality of life events.
- Help you learn how to manage your medications, recognize symptoms, know when to contact your doctor and know when to seek emergency treatment.
- Teach you to identify triggers that may aggravate your condition and ways to avoid those triggers.
- Coordinate any physical or emotional health care needs you may have.

## Transplant Case Management

If you need an organ or bone marrow transplant and elect to have your procedure in a Medicare-approved facility, then this personal support program may be for you. Because having a transplant requires much coordination of care, it is important for you or your doctor to notify us as soon as you know you are to be evaluated for transplant.

Your health coach will:

- Work with you from the time your doctor says you need a transplant until 12 months after you have the procedure or when services are no longer needed.
- Focus on all aspects of your transplant needs.
- Address any other health conditions you may have.



### How to Participate

Do you think one of the Personal Support Programs can help you?

Do you have questions about the program?

If so, just call the Health Management department, at **1-800-611-3489** or **1-888-634-8602 TTY** (for hearing impaired), Monday through Friday 9 a.m. to 6 p.m. (ET).

We'll be glad to assist you.

And Remember....

Your health team is required by federal law to keep your health information private. You can be confident any information you give your health coach or health team will only be used to help you get the care you need.

And there's more for you...online at [www.bcbst.com](http://www.bcbst.com)

In addition to the free Personal Support Programs, you also have access to reliable health information and secure online tools with the click of a mouse!

## Our Secure Online Tools

BlueAccess is a complete toolbox of online resources to help you stay informed about your health.

Two important resources in BlueAccess include:

- A Member Self-Service function.
- A Personal Health Manager tool.

### Member Self-Service

The Member Self-Service function allows you to view a brief outline of your benefits, order replacement ID cards and check on the status of medical claims.

### Personal Health Manager

The Personal Health Manager offers you recent medical news, a trusted library of health information, care guides for specific conditions, and tools to help you record and track blood sugar readings, blood pressure, exercise and more. You can even complete your health needs assessment survey with this tool. Your survey responses will help us customize your home page to better meet your informational needs.

Highlights of the Personal Health Manager include:

- Interactive care guides for common health conditions and popular health topics such as asthma, diabetes, high cholesterol and high blood pressure.
- Messages with information related to care for certain reported medical conditions
- Reminders to set for doctor's appointments, prescription refills, etc.
- A printable health list where you can keep a record of your allergies, vaccinations, medications and medical conditions.
- A drug index where you can get information on medications you are taking and check for possible drug interactions.
- Tools to help you track your health statistics such as blood pressure, exercise, blood sugar, cholesterol, cigarette usage and more.
- Recent news articles related to health studies and treatments.
- A health encyclopedia that allows you to search for just about any health topic.



### Prescription Drug Manager

The Prescription Drug Manager is another secure online tool that allows you to:

- Look up drugs to see if they are on the formulary.
- Compare prices of prescriptions at retail and mail-order pharmacies.
- Create an online Medicine Cabinet to store information on all the medications you are taking.
- Find important information on drugs, including side-effects and possible drug interactions.
- Discover alternative drugs that could save you money.
- Calculate savings using your plan versus paying out of your own pocket.

### Using the Secure Online Tools

We encourage you to use these tools and hope you will enjoy using them.

If you don't have online access, free access is available at most public libraries.

If you need help using or finding any of these tools, just call Customer Service at **1-800-841-7434** or **TTY 1-888-423-9490** (for hearing impaired), Sunday through Saturday, 8:00 a.m. – 9:00 p.m. (ET).

To access our secure online tools, follow the directions below.

### BlueAccess

At [www.bcbst.com](http://www.bcbst.com), just log in to BlueAccess to use your secure online tools. If you are not already registered, simply select “Sign up now!” under “What is BlueAccess?” and follow the instructions.

### Prescription Drug Manager

The Prescription Drug Manager can be located on the [bcbst-medicare.com](http://bcbst-medicare.com) web-site or you can simply type the following hyperlink into your web browser: [https://gateway.destinationrx.com/2008/BCBS\\_Tennessee/Rxaminer/Home.aspx](https://gateway.destinationrx.com/2008/BCBS_Tennessee/Rxaminer/Home.aspx).

If you are not already registered, you will need to select “Register a New User” under Welcome / Log In and follow the instructions.



# Staying Healthy at 50+

You can take action to stay healthy by following daily steps to good health, getting screening tests (standard tests to look for signs of particular diseases), and taking medicines to prevent disease. This chart tells you what to do and when.

■ All Men or Women      ■ Men or Women at Risk\*

WHAT TO DO	AT WHAT AGE							
	50	55	60	65	70	75	80	And Older
<b>DAILY STEPS TO GOOD HEALTH</b>								
Be tobacco free.	Men and Women							
Be physically active.	Men and Women							
Eat a healthy diet.	Men and Women							
Stay at a healthy weight.	Men and Women							
If you drink alcohol, drink only in moderation.	Men and Women							
<b>SCREENING TESTS AND PREVENTIVE MEDICINES</b>								
<b>HEART AND VASCULAR DISEASES</b>								
Abdominal Aortic Aneurysm Screening Test	Once for men who have smoked*							
Aspirin to Prevent Heart Attack	Men at Risk*							
Aspirin to Prevent Stroke	Women at Risk*							
Blood Pressure Screening Test	Men and Women at Least Every 2 Years							
Cholesterol Screening Test	Men and Women							
Diabetes Screening Test	Men and Women with High Blood Pressure							
<b>CANCER</b>								
Breast Cancer Screening (Mammogram)	Women Every 1 to 2 Years							
Breast Cancer Preventive Medicines	Women at Risk*							
Cervical Cancer Screening (Pap Smear)	Women at Least Every 3 Years							
Colorectal Cancer Screening Test	Men and Women							
<b>BONE DISEASE</b>								
Osteoporosis Screening (Bone Density Scan)	Women at Risk*      Women							
<b>SEXUAL HEALTH</b>								
HIV and Sexually Transmitted Infection Screening Tests	Men and Women at Risk*							
<b>MENTAL HEALTH</b>								
Depression Screening	Men and Women							
<b>IMMUNIZATIONS</b>								
Flu Vaccine	Men and Women Annually							
Other Vaccines	You can prevent some serious diseases, such as pneumonia, whooping cough, tetanus, and shingles, by being vaccinated. Talk with your doctor or nurse about which vaccines you need and when to get them.							

Modified from the *Staying Healthy at 50+* Poster. AHRQ Publication No. 08-IP003-A, May 2008. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/ppip/50plusposter.htm>.





A health plan with a Medicare contract.

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