



# Honoring Your Wishes

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## Florida Blue's Advance Care Planning Program

Having to deal with a serious illness or condition can be stressful for you, your loved ones or a caregiver, but you don't have to go through it alone. With Florida Blue's Advance Care Planning (ACP) Program, you'll get the support you need to help you navigate your care the way you want.

The ACP Program is a voluntary care program that offers advance care planning, palliative care and, when appropriate, a smooth transition to hospice care. Florida Blue is working with Vital Decisions and other care providers<sup>1</sup> to help you throughout your participation in the program.

### Creating a Plan

At the beginning of the program, you'll work with a specialist from Vital Decisions who will ensure your health care needs and wishes are documented.

Vital Decisions will reach out to you directly and through a series of phone calls, you and your specialist will:

- Discuss your health care needs and preferences
- Evaluate the importance of open communication between you and your health care providers
- Think through and plan for questions about your health or treatment
- Develop an action plan based on your needs and wishes, including completion of advance directives<sup>2</sup>

### Putting Your Plan Into Action

In addition to helping you create your advance directives, the program also offers palliative care delivery to put your care plan into action. Through one of our care providers, you'll have access to an interdisciplinary team of doctors and specialists who'll help provide:

- Symptom management and, in some instances, active treatment of your condition
- Ethical support for you and/or your caregiver, meaning your rights and values will be respected
- Emotional and spiritual support
- Assessment and treatment of mental health needs

All portions of the ACP Program are voluntary, and you can opt in or out at any time.





## Getting Started

Florida Blue's Advance Care Planning Program is available to eligible Florida Blue members based on current plan benefits.

- If you're not already enrolled in the program but would like to learn more or get started, contact your case manager nurse or the Florida Blue Care Team at [carememberoutreach@floridablue.com](mailto:carememberoutreach@floridablue.com) or by phone at **844-730-2583 (844-730-BLUE)**.
- You may also be referred to the program through your current primary care doctor who will connect you with Florida Blue Care Management.

We're here  
for you.

Together with your loved ones, caretakers and doctors, our goal is to provide you with the care and support you want and need.



[carememberoutreach@floridablue.com](mailto:carememberoutreach@floridablue.com)



**844-730-2583 (844-730-BLUE)**

<sup>1</sup> Care delivery will be provided by the following advanced care providers based on region: Covenant Care, Westchester General, CareCentrix, PopHealthCare.

<sup>2</sup> Everybody has a unique care journey. We will work with you to determine what services are best for you and your care. In some cases, your palliative care team may work with you on your advanced directives.

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.

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