

We can help you manage your medical condition

Managing a health condition can be tough – your Care Team is here to help.

Connect with your Florida Blue Care Team to receive one-on-one support managing your medical condition.

Your Florida Blue Care Team includes nurses and clinical professionals who work hand-in-hand with your doctor, so you can have peace of mind knowing Florida Blue cares.

Your Florida Blue plan includes these services at no extra cost:



Dedicated nurses and other clinical professionals focused on helping you reach your health goals



Access to community resources that help with transportation, food, finances and more



Health support at your fingertips through the secure and convenient BlueForMe app for your smartphone¹

Here's what members are saying:

“I’m so glad Florida Blue has people who take the time to call and assist me with my care. I didn’t know insurance companies did things like this. Thank you!”

“My experience with the Florida Blue Care Team has been incredible. Their care, support and availability during my treatments, surgery and recovery was amazing.”

“My case manager helped me in so many ways, even if it was just listening to all my grief. She went well over and above the call of duty.”



Your nurse is waiting to hear from you.

Call us at 844-730-2583
(844-730-BLUE)
to get in touch.



Make the most of your health care benefits and call now.

See how your Florida Blue Care Team can make a difference

Carole found a much-needed guardian angel in her registered nurse and care manager.

Carole* was less than an hour away from getting surgery that would finally relieve the pain in her arm that had ached for nine months. That day didn't come easy. But at one point in the dark journey, Carole met someone who brought light to it. She met Lourdes, a registered nurse and care manager at Florida Blue.

Carole has a different title for Lourdes: her guardian angel. Someone Carole could count on as she sought a diagnosis when she ended up in the hospital after her arm turned blue. Doctors found three clots from her upper arm to her neck. Carole was put on anticoagulant therapy, then sent home.

A month later, she was back in the hospital. That's when she met Lourdes, who reached out to see how she could help. "I told her on many occasions that I was afraid I was going to die," Carole said. "And she reassured me she was not going to let that happen."

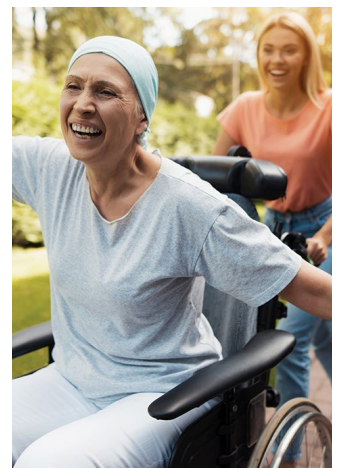
"And she always listened and never told me she had to go."

In October, Carole was told she would need surgery for a compressed vein. On the morning of her surgery, a new roadblock emerged. The surgery would have to be postponed because there was no authorization.

Carole called Lourdes, who went into work early in case Carole had issues. Within 10 minutes, Carole's guardian angel straightened it out and the surgery was back on.

Today, Carole is mostly symptom free. She is grateful for Lourdes' compassion. "I remember times where I was on the phone crying to her," Carole said. "And she always listened and never told me she had to go. ... She never made me feel she was too busy or that I wasn't important."

That's what guardian angels are for.



¹Wellframe is an independent company that provides online services to Florida Blue members through the BlueForMe app.

*Member's name changed for privacy. Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association. We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or gender.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-352-2583 (TTY: 1-800-955-8770).

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