

# A Community Caring for Your Health

When it comes to your health, you want the support of an experienced team that understands your needs, budget and goals. With Florida Blue, you get a network of local experts — a community of doctors, hospitals, clinics, specialists, health coaches and nutritionists — striving to improve every aspect of your health care experience. Whether you're healthy, at risk or have a serious health condition, you'll get access to the right care — where, when and how you need it.



## Learn ways your health plan connects you to care in your neighborhood

You may have questions about how your plan works. Or need help finding doctors, wellness programs or community resources. You can get one-on-one support from a Florida Blue Center nurse, community specialist or local sales and service specialists.

Visit [floridabluecenters.com](https://floridabluecenters.com) or call **877-352-5830** to talk with a member of your local Florida Blue Center team.



## Get your health questions answered 24/7

If you need answers right away to a general question or concern, a health coach is standing by. Nurseline is available 24/7. Simply call **877-789-2583**.



## Enjoy a wellness program tailored to you

Live healthier with help from Better You Strides, an online health and wellness program personalized to your needs. You'll get tips and an action plan that will help you eat better, move more and feel happier. As you get healthier, you can earn rewards.<sup>1</sup>

Find the **Better You Strides** program<sup>2</sup> under **Health and Wellness** when you log in to your member account at [floridablue.com](https://floridablue.com).



## Moms-to-be learn what to expect

If you're a mom-to-be, let the Healthy Addition<sup>®</sup> Prenatal Program be your go-to resource. Nurses will walk you through the steps of a healthy pregnancy, birth and baby, and also supply you with materials and gifts. This educational program is especially important if you have a high-risk pregnancy.

Call **800-955-7635** (option 6) to learn more.



## Navigate a health issue

Perhaps you've had a sudden change in your health from an accident or illness. Or maybe you need extra support to get the care you need. A care consultant can guide you through it. When you contact the Care Consultant Team, they will:

- Show you how your benefits work to manage costs
- Help you find the doctors, programs and community services you need to get well

Call the Care Consultation and Advocacy program at **888-476-2227**.



## Advanced illness care and planning

If you're dealing with an advanced illness, a trained clinical specialist can help you lay out your advanced directives to ensure your care aligns with your wishes. You'll also get hospice and palliative care services, should you need them.

Reach out to the Florida Blue Care Team at **844-730-2583** to learn more.



## Support for serious and chronic health conditions

If you're facing a complex health problem or a chronic condition, it can be hard to manage all you need to do. We have condition programs that can help you stay on track and let you choose how you want to engage with us:

- Nurses and other care professionals from our Care Team will work hand-in-hand with you and your doctors to keep you on the path to achieve your health goals. Between consultations with your doctor, your nurse care manager will track your progress and stay in touch with you by phone and email.
- You can also connect digitally with your nurse care manager through a secure mobile app called BlueForMe.<sup>3</sup> Our digital program allows you to interact through secure messaging and have daily engagement so you stay on track with a health program designed just for you.

Receive education and referrals to clinical and social services to support you through medical conditions and complex needs, like:

- Organ transplant
- Cancer treatment
- High-risk pregnancy
- Neonatal intensive care
- Diabetes
- Asthma
- Chronic obstructive pulmonary disease
- Coronary artery disease
- Heart failure

Call your Florida Blue Care Team at **844-730-2583**.

<sup>1</sup> All covered dependents 18 years and older are eligible to participate.

<sup>2</sup> Florida Blue has entered into an arrangement with Onlife to provide members with care decision support services, information and other services. Please remember that all decisions that require or pertain to independent professional medical/clinical judgment or training, or the need for medical services, are solely your responsibility and the responsibility of your physicians and other health care providers. The programs mentioned above are subject to change.

<sup>3</sup> Wellframe is an independent company that provides online services to Florida Blue members through the Blue for Me app.

Note: The availability of care programs and services vary by plan. Please refer to your benefit materials for details.

Health insurance is offered by Florida Blue. HMO coverage is offered by Florida Blue HMO, an affiliate of Florida Blue. These companies are Independent Licensees 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 sex.

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).