



Care Management

We focus on the details so you can focus on getting better.

Managing care for a serious condition such as cancer, heart failure, a major injury, or an organ transplant can be overwhelming. Capital Blue Cross' Care Management program can help by providing a specially trained care manager to explain your options and help coordinate your treatment ... and it's available at no extra cost to you.

What will my care manager do for me?

Your care manager can help you in a variety of ways, including:

- **Coming home from the hospital** – Your care manager will review your discharge instructions with you, help order medications prescribed by your doctor, help set up any home healthcare you need, and help order special equipment so you can better recuperate at home.
- **Navigating the healthcare system** – They will help you schedule any follow-ups, assist with your medications, manage your appointments, and help coordinate your care between multiple doctors and facilities.
- **Connecting you to other support services** – Your care manager can help you with any needed education or services, help you get the most out of your health plan, and connect you with community resources like transportation to appointments, housing and financial resources, and many more.

How can I get started?

Call our Care Management number at **888.545.4512**.

[CapBlueCross.com/Care](https://www.CapBlueCross.com/Care)



Important notice for fully insured individual and employer group plans in Pennsylvania: Advertised health insurance policies or programs may not cover all your healthcare expenses. Read your contract or benefit booklet (certificate of coverage) carefully to determine which healthcare services are covered. Questions? Please call 800.962.2242 or the number on the back of your ID card (TTY: 711).

Customers can take advantage of these programs at no cost. Participation is completely voluntary and is based on your current enrollment and benefits. Your benefits will not be affected if you decide not to participate or if you withdraw from a program after you have enrolled. This program is not intended to be a substitute for services or advice received from your healthcare providers who are the only ones that can diagnose or treat your individual medical conditions. Capital Blue Cross and its affiliated companies believe this service to be useful for general information or support but do not assume any liability associated with its use.

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