

# 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 smartphone<sup>1</sup>

## 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 **1-844-730-2583**  
(1-844-730-BLUE) to get in touch,  
or learn more under  
**Florida Blue Care Team at**  
[FloridaBlue.com/ExtraCare](https://www.floridablue.com/ExtraCare).



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

# See how your Florida Blue Care Team can make a difference

## Bill\* lives with diabetes.

Florida Blue nurse Jennifer realized Bill needed help controlling his blood sugar. She called him to offer her help.

As she listened to Bill, Jennifer learned:

- Bill wasn't taking his insulin exactly the way his doctor said he should. Bill explained he can't afford the cost of his insulin.
- He also stopped testing his blood sugar because he ran out of supplies.
- And he stopped exercising because he's had a blister on his foot that wasn't healing. Bill is worried about possible foot amputation.

Jennifer talked to Bill about how to feel more in control of his diabetes. She helped him find where to get his testing supplies for the lowest out-of-pocket cost and explained how using in-network providers can save him money. She also called Bill's doctor, who prescribed a different type of insulin that Bill can afford. When Bill's doctor suggested a nurse practitioner visit at home, Jennifer helped Bill make the arrangements.

## After meeting Bill in his home, the nurse practitioner referred Bill to an endocrinologist.

This type of specialist often treats people living with diabetes. The endocrinologist told Bill he needed to get important screenings for his A1C level and kidneys. The endocrinologist helped Bill get new inserts for his shoes to protect his feet from diabetic problems. She also helped Bill make an appointment with a registered dietitian, so he can make healthy food choices to help lower his blood sugar.

Now Bill's blood sugar is under control. By working with Jennifer, he knows that **Florida Blue Cares**. That's the power of having a clinical care expert who partners with you. It's a relief trusting someone else to handle the details so you can focus on feeling your best.



<sup>1</sup>Wellframe 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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