Helping You through Treatment and Recovery
If you require complex medical care, the Capital BlueCross Case Management Program is available to you and your family to help you make informed choices, manage your care, and maintain your quality of life.

A case manager, who is a specially trained nurse or social worker, can work with you, your family, and your doctors to help you understand your diagnosis, care options, and your treatment plan related to your illness. The Case Management Program is voluntary and completely confidential.

A Plan of Care and Support Just for You
Through the Case Management Program, you will receive a plan of care and support customized especially for you. A specially trained case manager will:

• Assist in identifying available medical, family, and community resources
• Work with you and your treatment team to ensure you receive efficient and effective care
• Provide information and educational resources related to your diagnosis and treatment
• Help you get the most out of your health plan
• Address your questions and concerns

Eligibility for Case Management Services
You may be eligible for Case Management services if you:

• Have been diagnosed with a serious medical condition
• Have multiple injuries or medical problems
• May be at risk for a future illness or disease due to an existing medical condition
• Are undergoing an extended hospital stay
• Are being treated by several doctors
• Have had recurring readmissions for a single diagnosis
• May need an organ or tissue transplant
• Are unable to perform daily independent living tasks due to your medical condition

Effective Communication Makes a Difference
Ongoing communication between you, your case manager, and others involved in your treatment is important as you navigate your way through the health care system.

Your case manager may contact you and your doctors by telephone and in writing, and can also visit you at home or in the hospital.

Your case manager is available by phone during business hours to assist you with questions or concerns you or your family may have.

For more information, call 888.320.2583 (TTY: 711) or visit capbluecross.com
Members 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.

The Blue365® program is brought to you by the BlueCross BlueShield Association. The BlueCross BlueShield Association is an association of independent, locally operated BlueCross and/or BlueShield Companies. Blue365 offers access to savings on health and wellness products and services and other interesting items that members may purchase from independent vendors, which are different from covered benefits under your policies with Capital BlueCross and its family of companies.

On behalf of Capital BlueCross, Healthwise® assists in the promotion of health and wellness by providing educational materials. Healthwise is an independent company.

This program is not intended to be a substitute for services or advice received from your health care providers who are the only ones that can diagnose or treat your individual medical conditions. Capital BlueCross 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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