



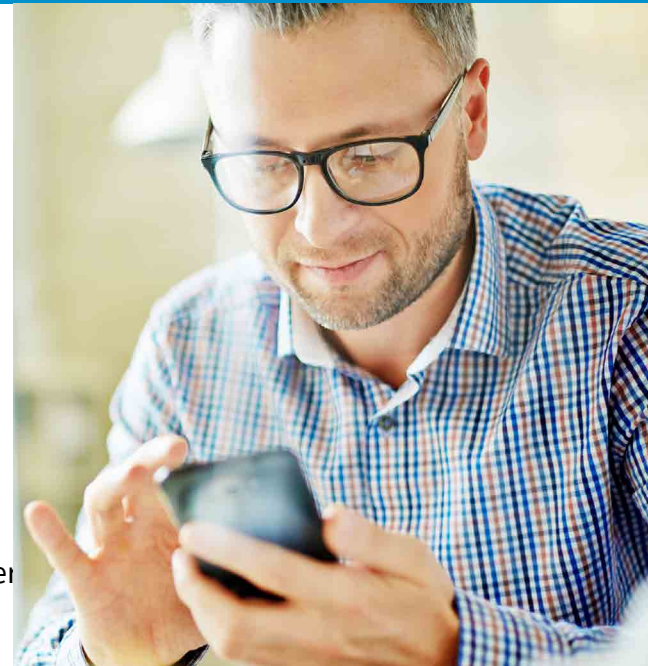
# Managing a health condition can be tough — your Care Team is here to help.

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

## Your 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

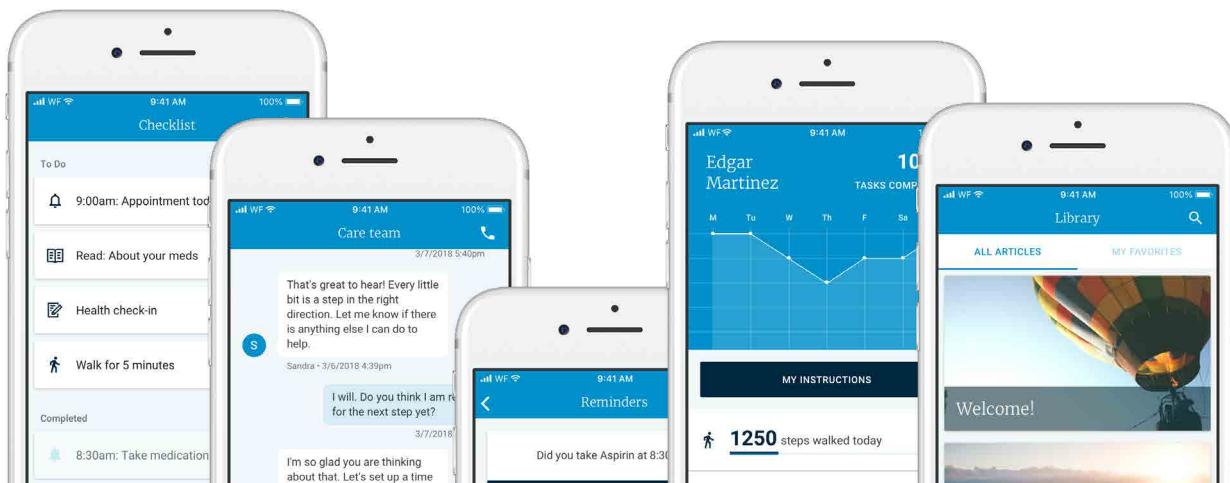
With the BlueForMe app, you can connect to your care manager and the health resources you need, when you need them.



## What's available on the BlueForMe app?

- ✓ You can **Chat** with your Care Team. Your care manager can answer medical questions. They can also connect you to services. They can give support whenever you need it.
- ✓ Your **Checklist** will have a daily list of tasks to complete and helpful articles to read about your health.
- ✓ You can set up **Reminders** on your phone to help you keep track of your medications and appointments. The **Me** tab shows a summary of your progress.
- ✓ Read articles about your health in your **Library**.

Download [BlueForMe](#)



Want more information about how we can support you?  
Call us at 844-730-2583 (844-730-BLUE).



Wellframe is an independent company that provides online services to Florida Blue members through the Blue for Me app. Florida Blue and Florida Blue HMO are independent licensees of the Blue Cross and Blue Shield Association. Nurse employees provide decision support services only and do not provide medical care or advice.

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# 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 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

## 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:

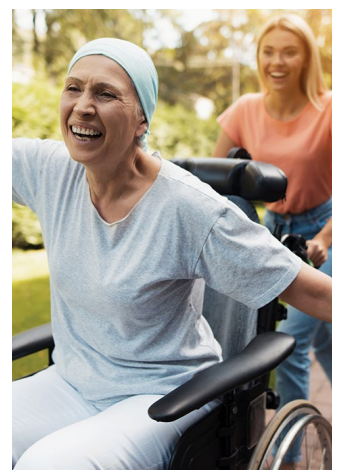
- Bill wasn't taking his insulin exactly the way his doctor said he should. Bill explained he can't afford the cost of his insulin.
- He also stopped testing his blood sugar because he ran out of supplies.
- And he stopped exercising because he's had a blister on his foot that wasn't healing. Bill is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

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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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# 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."

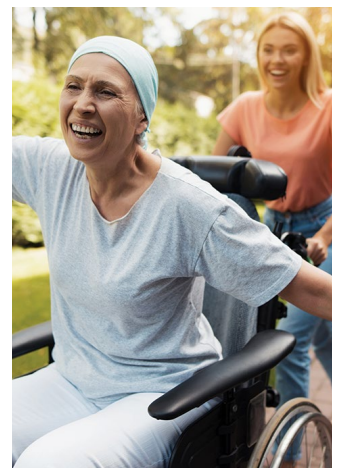
## “And she always listened and never told me she had to go.”

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.



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