We understand that each person has unique health care needs and navigating the health care system is not always easy. So we’ve set up specialized care teams and personalized services to make it easier to manage your health and maximize your health plan benefits. These services are available to you at no extra cost to help you in your pursuit of health.

**Benefit and care consultations**
Planning ahead can make important decisions easier, especially when you’re dealing with a new diagnosis or managing a serious health condition. Our Care Consultant Team will explain how your benefits work, identify helpful services, find specialists, compare health care options, and explore ways you can save money. Call a Care Consultant at 888-476-2227.

**Nurses on call 24/7**
When you need answers right away, call a health coach 24/7. Whether you or your family members have health concerns or general health questions, the nurseline is available at no cost. Simply call 877-789-2583.

**Know before you go**
At home or from your mobile phone, log in to your member account at floridablue.com. Compare the cost of medical services and prescription drugs. View patient reviews and quality measures for hospitals. The more you know, the more confident you’ll be.
Available to all moms-to-be, Healthy Addition® Prenatal Program is a prenatal education program that is particularly important if you have a high-risk pregnancy. You can talk with nurses who will walk you through steps for a healthy pregnancy, birth, and baby. Enjoy free educational materials and complimentary gifts. To join, call 800-955-7635, option 6.

Focus on Your Health Condition
Manage chronic and long-term health conditions with the help of specialized care teams. It’s one more way you can stay ahead of your condition and help prevent other medical complications. Call 888-476-2227 to let us know how we can help you with your unique health care needs, including programs for diabetes, asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), heart failure, depression, and behavioral health.

Care Coordination
When you need hospital care or have complex health care needs, our Care Coordinators are there to assist you and your family. From handling benefits and approvals, to scheduling follow-up care and connecting you with health programs and resources, you’ll have extra help so you can focus on getting well and staying well. Call us at 888-476-2227.

If eligible, you may also have access to physician home care if you are confined to your home. Home services can include receiving palliative or pain management care to help relieve the pain, symptoms and other stressors of a serious illness or hospice care management for individuals and families dealing with a terminal illness.

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