



Connect to Greater Benefits

CareFirst BlueCross BlueShield (CareFirst) offers a wide range of programs geared toward helping you improve your health and wellness. Throughout the year, you might hear from a nurse, Care Manager or other professional, inviting you to participate. Taking part in one of these offerings can play a big role in supporting you through illness or keeping you healthy. Below are examples of communications you might receive.



HEALTH AND WELLNESS

Service	Why it's important?	Who is reaching out?
In-home assessment of your health status	The evaluation will be shared with your primary care provider to plan preventive care throughout the year.	A clinical team member with Porter Health may call you to schedule an appointment.
Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey	Collects feedback on your plan, providers and care experiences. Used to improve your health plan experience.	Centers for Medicare and Medicaid Services, follow up from CareFirst survey vendor (mail and phone call).
Primary care provider enrollment	Ensures you have a primary care provider to help you navigate your healthcare needs.	Care Management Coordinator or a registered nurse (phone call).
Member experience calls	Ensures satisfaction with your healthcare plans and areas for improvement.	Customer service associate or quality specialist (phone call)



COMPLEX CARE COORDINATION

Service	Why It's Important?	Who is reaching out?
Assistance with chronic conditions, such as COPD, asthma and diabetes	Nurse care managers will help you understand your doctor's recommendations, medications and treatments.	Nurse care manager (phone call)
Diabetes management and virtual diabetes programs	These programs provide eligible members with tools, such as free test strips, to help between doctor visits.	Onduo (phone call)
Chronic conditions Health management	Provides essential education and guidance to help members understand and manage chronic conditions.	Registered nurse (phone call)



PHARMACY

Service	Why It's Important?	Who is reaching out?
Medication therapy management	Helps improve medication management and use for eligible members.	Pharmacist from your primary pharmacy (phone call or letter)
Medication safety and monitoring	Clinical program helps members understand and manage health needs related to pain medications.	Pharmacist or care manager (phone call or letter)
Pharmacy advice	Provides expert guidance on managing and adhering conditions.	Pharmacy specialist (letter or phone call)
Post-discharge medication reconciliation	Reviews medications after a hospital stay to ensure accuracy, answer questions and address concerns.	Pharmacist or registered nurse (phone call)

CareFirst partners might contact you with beneficial services about your plan. We encourage you to respond to these communications.

