

Transitioning patients? Let's talk!

 pages.azblue.com/Were-here-to-help-with-care-coordination---JUL-2022.html

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Patients often need various kinds of support when transitioning between different levels of care. We're here to help! Collaboration early in the discharge planning process makes it easy for us to connect with you, the patient, and the patient's care team in a timely manner. Let's work together to get that extra measure of support in place by the time the patient needs it.

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[Could your patients use additional care management support?](#)

What you can expect from our care management team

Blue Cross[®] Blue Shield[®] of Arizona's approach to care management integrates physical health, behavioral health, and social determinants of health. Our multidisciplinary team includes licensed behavioral health professionals and RNs with expertise in pediatrics, mental health, substance use disorders, diabetes, cancer, and other areas of care. When it comes to care planning, we put the whole person at the forefront and consider what might be most effective from a holistic and person-centered perspective.

How we can help

Here for you and our members: Contact our care management team at 602-544-8982 or [\[email protected\]](#).

Our integrated care management team reaches out to members who would benefit from care management services. We also reach out to our network providers to coordinate support before, during, and after patient discharge. To get our part of the care planning process started, it's important that we talk with the patient before discharge. We ask that you help us by facilitating this communication well in advance of the discharge date.

Our services and programs include:

- Health screening—for physical and behavioral health, as well as social determinants needs
- Transition of care (TOC)—to decrease preventable readmissions, support medication adherence, and assist in scheduling PCP/specialist follow-up care
- Short-term care management—for members needing brief care coordination or assistance
- Complex care management—for ongoing member needs associated with multi-condition health concerns, high-cost treatment, and situational/social issues

Please include us in your care coordination

We are always happy to work with you in caring for our members. In addition to addressing specific medical and behavioral health needs, we may coordinate services from social support and community providers, bridge gaps in care, and help the patient in getting the appropriate level of care. We also work with members to help them make informed choices about self-care.

Don't hesitate to contact us at 602-544-8982 or [(#)]. You can also use our online care management referral form at "azblue.com/providers > Provider Resources > Forms > Care Management." We look forward to working with you!

Our members can send you a copy of their digital ID card with the MyBlue AZSM mobile app.

