



Care Consultation & Advocacy Program

Sometimes things happen that are beyond our control like accidents, illnesses and emergencies. If your health changes, you need someone on your side to guide you through. That's what our Care Consultation and Advocacy Program is for.

The Care Consultant Team (CCT) is the heart of the program. Care Consultants offer free advice and support to help you manage your health needs and control your total costs.

Professionals on the Care Consultant Team:

- Nurse care advocates
- Benefit specialists
- Community resource experts

The CCT can help you:

- Save time
- Save money
- Make informed health care decisions

Let's explore the three types of support provided through the Care Consultation and Advocacy Program:

1 Benefit optimization

Benefit optimization can help you:

- Gain a better understanding of your plan
- Learn to use self-help tools
- See provider and drug options that may lower your costs
- See cost information and options that may lead to a more informed healthcare decision
- Manage out-of-pocket costs (especially for members in high deductible health plans)
- Get referrals to disease management programs
- Receive clinical support for other chronic conditions

“My Care Consultant was able to help me locate providers who could address my health concerns. I have now gotten the care I needed, and I am feeling so much better.”

– Joyce (Tampa, FL)

2 Clinical support

Clinical support can help you:

- Get support in understanding and following your doctor's treatment plan
- Learn healthy behaviors and lifestyle changes
- Discover the health care programs and services available and how to get access to them
- Gain insights to better manage chronic conditions
- Find cost-effective health care choices

“My Care Consultant was very professional and caring. My husband is waiting on a kidney transplant and needed tests done. She took time to explain the authorization process going beyond a quick answer.”

– Tamara (Ocala, FL)

3 Social and community support

Social and community support can help you:

- Find programs and support groups within your community
- Learn about financial assistance opportunities
- Get resources for family support
- Discover community resources to address special needs like transportation and lodging
- Learn how to get the most out of your plan and benefits

“After my mom broke her hip, we knew she needed assisted living. My Care Consultant was extremely helpful and sympathetic during a very stressful time. She gave me several places to visit within my budget and helped me find the perfect new home for Mom.”

– Candice (Tallahassee, FL)

Give us a call and let us help you get the most out of your health plan. We can help make the hard things in life a little easier.



Find a Care Consultant.
Call 888-476-2227.

Health insurance is offered by Florida Blue. HMO coverage is offered by Florida Blue HMO. These companies are Independent Licensees 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 sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773).

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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