If you have been diagnosed with cancer, the Capital BlueCross Oncology Case Management Program is available to you and your loved ones to help you make informed choices, manage your care, and maintain your quality of life.

An Oncology Case Manager, who is a specially trained nurse, can work with you, your family, and your doctors to help you understand your diagnosis, your care options, and your treatment plan related to your illness.

The Oncology Case Management Program is voluntary and completely confidential.

A Plan of Care and Support Just for You

Through the Oncology Case Management Program, you will receive a plan of care and support customized especially for you. As part of this plan, a specially trained Oncology Case Manager will:

• Work with you and your treatment team to coordinate efficient and effective medical care for you, with an emphasis on pain control and symptom management
• Provide information and educational resources related to your diagnosis and treatment
• Help to identify community and medical resources including the Blue Distinction Centers for Complex and Rare Cancers
• Consult with social workers for financial and community resources as needed
• Address emotional and psychological concerns associated with cancer diagnosis
• Provide information about palliative and hospice care

Effective Communication for Better Care

Ongoing communication between you, your case manager, and others involved in your treatment is important as you navigate your way through the health care system.

Your case manager may contact you and your doctors by telephone and in writing, and can also visit you at home or in the hospital.

Your case manager is available by phone during business hours to assist you with questions or concerns you or your family may have.

For more information, call 888.320.2583 (TTY: 711) or visit capbluecross.com
Members can take advantage of these programs at no cost. Participation is completely voluntary and is based on your current enrollment and benefits. Your benefits will not be affected if you decide not to participate or if you withdraw from a program after you have enrolled.

Blue Distinction® Centers (BDC) met overall quality measures for patient safety and outcomes, developed with input from the medical community. Blue Distinction® Centers+ (BDC+) also met cost measures that address consumers’ need for affordable healthcare. Individual outcomes may vary. National criteria is displayed on www.bcbs.com. A Local Blue Plan may require additional criteria for facilities located in its own service area. For details on Local Blue Plan Criteria, a provider’s in-network status, or your own policy’s coverage, contact your Local Blue Plan. Each hospital’s Cost Index is calculated with data from its Local Blue Plan. Hospitals in CA, ID, NY, PA, and WA may lie in two Local Blue Plans’ areas, resulting in two Cost Index figures; and their own Local Blue Plans decide whether one or both Cost Index figures must meet BDC+ national criteria. Neither Blue Cross and Blue Shield Association nor any Blue Plans are responsible for damages or non-covered charges resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers.

The Blue365® program is brought to you by the BlueCross BlueShield Association. The BlueCross BlueShield Association is an association of independent, locally operated BlueCross and/or BlueShield Companies. Blue365 offers access to savings on health and wellness products and services and other interesting items that members may purchase from independent vendors, which are different from covered benefits under your policies with Capital BlueCross and its family of companies.

On behalf of Capital BlueCross, Healthwise® assists in the promotion of health and wellness by providing educational materials. Healthwise is an independent company.

This program is not intended to be a substitute for services or advice received from your health care providers who are the only ones that can diagnose or treat your individual medical conditions. Capital BlueCross and its affiliated companies believe this service to be useful for general information or support but do not assume any liability associated with its use.

Health care benefit programs issued or administered by Capital BlueCross and/or its subsidiaries, Capital Advantage Insurance Company® Capital Advantage Assurance Company® and Keystone Health Plan® Central. Independent licensees of the BlueCross BlueShield Association. Communications issued by Capital BlueCross in its capacity as administrator of programs and provider relations for all companies.