



# Health management programs

As a healthcare provider, you can rely on Blue Shield of California's health management programs to augment the care you give our members. Our programs use the most advanced tools and support to strengthen the overall care relationship and improve decision-making.

Our health management programs work closely with a dedicated medical director, ensuring that evidence-based guidelines are followed and consultations are provided.

We use claims data to proactively identify and contact members we believe could benefit from these programs. Our expanded identification process for case management includes a predictive score based on individual health status and utilization, as well as diagnosis specific triggers.

Physicians can also directly refer members to these programs through any of the options listed below. All programs are voluntary and members can opt out at any time.



- **Shield Support** (877) 455-6777
- **Prenatal Program** (888) 886-4596



- **Email** [bscliaison@optum.com](mailto:bscliaison@optum.com)



- **Fax** (877) 280-0179



**Referral forms on Provider Connection:**

<https://www.blueshieldca.com/provider/guidelines-resources/patient-care/programs.sp>

We invite you to find out more about these programs from our provider website, [blueshieldca.com/provider](https://www.blueshieldca.com/provider), and share this information with your patients who are Blue Shield plan members.

Please see reverse for more information on Shield Support Care Management and the Prenatal Program.

# Shield Support

Shield Support is a comprehensive care management program to help members live better with illness, recover from acute conditions, and have a more seamless healthcare experience.

Our team of nurses, behavioral health clinicians, social workers, health coaches, and other specialty clinicians provides personalized coaching, education, and support to help members achieve overall health improvement.

The program includes telephonic coaching, biometric remote home monitoring, online tools, in-person and online workshops, mailed and online educational materials, and home visits based on member need and preference.

Our team supports members with a wide variety of healthcare needs, including:

- Behavioral health
- Cancer
- Cardiovascular conditions (e.g., coronary artery disease, heart failure)
- Catastrophic injury
- Depression
- Diabetes
- LGBTQ health
- Musculoskeletal conditions
- Opioid use
- Pain management
- Respiratory conditions (e.g., asthma, COPD)
- Stroke
- Transplant process
- Recent ER or hospital visits

The Shield Support care team includes medical, pharmacy, and behavioral health professionals who maintain frequent contact with members, their caregivers, and their providers to:

- Coordinate the wide range of specialized care
- Work to prevent readmissions through safety-risk assessments with a focus on medications
- Prepare members for hospital stays
- Offer personalized support, when and where it's most needed

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## Prenatal Program

This program offers support to our members who are pregnant or trying to get pregnant, supplementing the care they receive from their doctor. We send members a wealth of information including preconception information, nutrition guidance, pregnancy tips, text4baby<sup>SM</sup> information, and their choice of a top-rated pregnancy or parenting book.

Members identified with high-risk pregnancies may be eligible for nurse case management support including:

- Ongoing assessments and frequent contact by the same nurse to address goals
- Support to set lifestyle goals, adhere to the physician's treatment plan, and keep appointments
- Around-the-clock nurse support before and after baby's birth
- Coordination with the member's providers and other resources