

Date:

Dear Dr.

Blue Cross and Blue Shield of Alabama offers two programs to help you in caring for our Blue Advantage members: Case Management and Disease Management. These programs are a benefit of all of the Blue Advantage plan options, including the Special Needs Plan (available to Alabamians with both Medicare and Medicaid). Blue Advantage is the Medicare Advantage PPO offered by Blue Cross that provides both the patient's Medicare and prescription drug benefits in place of the traditional Fee-for-Service Medicare program.

Case Management is typically provided for more complex cases. Patients in this program are assigned a Nurse Case Manager from Blue Advantage to assist them and you, the provider, as your treatment plans are implemented. The Disease Management program is designed to educate patients with chronic conditions, such as diabetes, congestive heart failure and hypertension, and to assist them in managing their conditions. Both Disease Management and Case Management are provided to assist you with the care of your patient and are not intended to interfere with your treatment plan.

Patients are identified for Case Management and Disease Management services through:

- Health assessment surveys
- Claims data
- Physician(s) or another provider
- Self-referral

All Blue Advantage members are eligible for services as needed, and they may decline participation at any time. Patients who qualify for these programs are contacted primarily through direct mail or telephone calls. After speaking with your patient, we may occasionally contact you if we have information shared by the member that may impact his/her care.

If you have questions or concerns about these services or your patient's participation in these programs, please contact us by calling 1 800 341 5030.

Sincerely,

Fred Robertson, M.D., MSHA  
Associate Medical Director  
Blue Advantage, Blue Cross Blue Shield of Alabama