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Log on to <http://icubabenefits.org> in the Employee Benefits News and Information section. Click BCBS-FL Medical forms and select Care Coordination Form or Call 1-877-789-2583 to access this service.

An **important benefit** all members enrolled in an ICUBA Blue Cross Blue Shield medical plan receive is free access to Care Coordination Services from a Nurse Case Manager. Some examples of when you or your family member may wish to access such services are when:

- Long term complex home health care needs, such as intravenous medications and/or wound care exist
- Skilled nursing facility services are needed or contemplated
- Complex health issues develop, with medical conditions such as cancer, diabetes, heart disease or musculoskeletal conditions
- Major surgical procedures are planned, such as a total hip replacement, organ or bone marrow transplant

When an illness occurs, it is often difficult to know where to turn. Individuals with complex or serious medical conditions may benefit from ICUBA's Care Coordination Program. The program is designed to help employees and their families when they have questions about their health care and are in need of extensive health care services. Case managers are nurses who assist members with serious medical problems in accessing covered services under your health benefit plan. The nurses are able to identify community resources that may also be of assistance to you. The program is voluntary and offered at no additional cost to you.

Comments from your fellow employees and their families; the ICUBA Members Tell Us What They Think...

"(Name) was my health coordinator. A very nice and warm woman. She listened to me cry, whine and complain during almost 4 months in and out of the hospital. I was always happy to hear her voice. She offered valuable suggestions and ideas."

"Everyone I spoke with from BCBSFL was very knowledgeable and very caring. They helped me a lot from the beginning. Thanks for your great service."

"Care Coordination Program is great."

Important Information to Improve Your Health



Customer Service at Blue Cross Blue Shield of Florida

ICUBA partners with Blue Cross Blue Shield of Florida (BCBSFL) on providing a dedicated customer service outreach team available to all members of the ICUBA medical insurance plan called the National Strategic Accounts (NSA) team. The NSA is available Monday through Friday to answer questions you have regarding benefits, claim status, and any other questions you may have. To maximize your customer service experience, make sure you or your provider access ICUBA's dedicated member service line at BCBSFL:

The dedicated NSA customer service number is 1-800-664-5295 and is printed on the back of your ID Card.

The hours of operation are Monday through Thursday 8AM – 6PM Eastern, and 9AM – 6PM Eastern on Fridays.

In order for BCBSFL to provide protection to ICUBA members, customer service will ask a series of questions to ensure they are speaking to you or an active dependent on the policy and get you to the right customer service department who are experts on the custom benefits particular to the ICUBA account. That is why it is important to follow the prompts on the automated line at the beginning of the call. If at any time during your call you feel as though the information is not complete or correct, please ask that your call be escalated to a member of management. The NSA customer service also takes calls from your provider (doctor or hospital who may inquire about certain benefits for you). If questions arise about your benefits while you are in the doctor's office, please ask the office staff to contact BCBSFL at the number on the back of your member ID card as they may have another phone number on file for BCBSFL. This will allow the provider to speak directly with the dedicated service team member who understands the specific benefits for the ICUBA plan.

Call Customer Service if you have ever...

- Had a provider say you must pay more out of pocket costs than your benefit plan requires
- Not fully understood the Explanation of Benefits (EOB) form you receive for medical services accessed
- Received a balance bill from an in-network provider that exceeds the amount shown you owed on the EOB
- Received correspondence from BCBSFL and did not understand what to do
- Wanted to know what your out of pocket responsibility was for services rendered
- Needed to know who to see for desired medical services
- Been unable to fully access information on the www.bcbsfl.com website