

Care Coordination



BlueCross BlueShield
of New Mexico



Blue Cross Community CentennialSM

To learn more about care coordination, please call BCBSNM at **1-877-232-5518**. If you are speech- or hearing-impaired, call **711** for TTY service.

This program does not replace your doctor's care. Always talk to your doctor about any health questions or concerns.

Care Coordination for Blue Cross Community CentennialSM Members

Blue Cross and Blue Shield of New Mexico (BCBSNM) offers care coordination to help you better manage your health condition(s). Care coordination is voluntary and available to you at no extra cost.

Care Coordinators can help identify your medical and behavioral health needs and coordinate services to meet those needs. The care coordination program can then assist you with understanding your health conditions and your treatment plans. With this program, you can learn about the plan benefits available to you and find the right health care services. You will be given help to identify providers who will work with you on your health care needs. For those who qualify, care coordination offers community benefits and disease management.

Care coordination can help you by:

- Assigning a staff person at BCBSNM to coordinate your medical, behavioral, and long-term care services
- Identifying providers who practice in the areas of your special needs
- Involving the complex case management program, when needed

Care coordination includes complex case management.

Maybe you have several health conditions or a complex illness. BCBSNM's Care Coordinators can work together with you and your provider(s) to help improve how you manage your health condition(s). At a time that's often very stressful for you, complex case management can help with:

- Better understanding your medical problems and treatment plans
- Communicating with your providers to work better together
- Getting the most out of your health care benefits
- Finding appropriate health care services
- Changing to another health care setting, if necessary

To ask for auxiliary aids and services or materials in other formats and languages at no cost, please call 1-866-689-1523 (TTY/TDD: 711).

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does 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 1-855-710-6984 (TTY: 711).

Díí baa akó nínizin: Díí saad bee yánítti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éi ná hóló, kójjí' hódíílnih 1-855-710-6984 (TTY: 711).

Such services are funded in part with the State of New Mexico.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan.

Limitations, copayments, and restrictions may apply.

Benefits, formulary, pharmacy network, provider network, and/or copayments/coinsurance are subject to change.