

BCBSRI CONGESTIVE HEART FAILURE CARE MANAGEMENT PROGRAM

Congestive heart failure (CHF) is a chronic condition that can limit your daily activities and diminish your quality of life. Left untreated, CHF can lead to repeated hospitalizations—or worse. And learning how to live with CHF can sometimes feel overwhelming.

Here's some good news.

The **BCBSRI CHF Care Management Program** can help. Staffed by caring, knowledgeable healthcare specialists, the program is designed to help you take charge of your heart condition. You'll learn about the causes of CHF, how to manage it on a daily basis, and how to work with your doctor to stay healthier.

Plus, you can participate in the program whether you've been recently diagnosed with CHF or have dealt with your condition for years.

A plan to put you in control

Through the **BCBSRI CHF Care Management Program**, you'll learn about:

- Monitoring your weight, blood pressure, and medications
- Making healthier food choices
- Exercising appropriately
- Communicating more effectively with your primary care provider (PCP) or cardiologist

The **BCBSRI CHF Care Management Program** team includes care managers, registered nurses, registered dietitians, behavioral health specialists, and health advocates. The program components include:

- Monitoring and support via telephone
- Reminder texts and emails
- Educational materials
- A CHF action plan

We're with you every step of the way

Each month we'll focus on different topics and skills, so you can build confidence and feel better able to manage your CHF.

| Month | BCBSRI Health Team Outreach | Program Goal |
|-------|-----------------------------|--|
| 1 | Weekly | Start strong with the basics |
| 2 | Every other week | Build your confidence |
| 3-6 | Monthly | Prepare to manage more effectively on your own |

Of course, if you need extra help along the way, your care manager will provide the necessary resources and assistance.

[More helpful information >](#)

All-in-one support in one convenient place

As a BCBSRI health plan member, you're never alone. You also have access to the **State of Rhode Island Employee CARE Center**. Here, BCBSRI's customer service team will work alongside your clinical team to provide all-in-one support. Together, they will help you:

- Get answers to medical benefits questions
- Learn how to maximize your benefits
- Coordinate care with your PCP/cardiologist
- Close any gaps in care
- Transition from hospital to home, if necessary
- Use digital tools

LIVING WITH CONGESTIVE HEART FAILURE? RECENTLY DIAGNOSED?

You are invited to join the **BCBSRI CHF Care Management Program**.

Call the **State of Rhode Island Employee CARE Center** to speak with a care manager today.

(401) 429-2104 or **1-866-987-3705**

CARE Center hours are Monday – Friday, 8:00 a.m. – 8:00 p.m., and Saturday, 8:00 a.m. – noon.

Make the most of your benefits

Take a few minutes to connect with us and learn how to make the most of your health plan.

Register your account at myBCBSRI.com and enjoy convenient access to your personal health plan information—and a quicker online experience—from your phone or computer.

Text BCBSRI to 73529 to sign up for Your Blue Wire mobile messaging. We'll send occasional health reminders and plan updates to help you stay informed*.

*Standard mobile phone carrier and data usage charges apply.