

Care Partners Directory



FloridaBlue.com/Medicare

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Note: Always check your *Evidence of Coverage* for complete coverage details.

Our Benefits & Services*

Benefit, Service, or Program available on all plans:

Behavioral Health (New Directions)

Our partners at New Directions Behavioral Health offer a free emotional support line during times of crisis. Call anytime, any day. Someone will always answer. There is no cost to use this service. Available to anyone—not just enrolled members.

1-866-287-9569

Caregiver Support (Carallel)

Florida Blue Medicare members and their caregivers can get extra support through MyCareDesk™ from Carallel. Included with all Florida Blue Medicare Advantage plans. Log in to MyCareDesk at **FloridaBlueMedicare.MyCareDesk.com**.

1-855-955-3010 (TTY: 711)

CareSight/Advanced Collaborative Care/Advanced Primary Care (Emcara Health)

Get in-home medical, behavior, and social care from a local nurse practitioner or primary care physician when you need it (eligible members).

emcarahealth.com

1-888-572-7801 (TTY/TDD: 1-800-967-1796)

Diabetic Supplies (CareCentrix)

Diabetic supplies are covered as part of your medical benefit (Medicare Part B). Get these items at your local in-network pharmacy, or from our durable medical equipment (DME) partner, CareCentrix.

- Lifescan (OneTouch®) glucose meters
- Lancets
- Test strips for the OneTouch® glucose meters
- Insulin pump refills

Excludes insulin in most cases.

1-877-561-9910 (TTY: 1-800-955-8770). Select **option 3**.

Digital Health Education (meQuilibrium)

meQuilibrium's digital coaching platform delivers clinically validated and highly personalized resilience solutions to help people improve their ability to manage stress, and successfully cope with life's challenges.

Log in to My Health Link at **FloridaBlue.com/Medicare**. Click **My Health**, and then click **HealthyBlue Rewards**.

Drug Lookup

Go online or call to find out how your prescriptions are covered on your plan's drug list (formulary). Log in to My Health Link at **FloridaBlue.com/Medicare**. Click **My Plan**, and then **Drug Coverage**.

1-800-926-6565 (TTY: 1-800-955-8770)

Florida Blue 
Your local Blue Cross Blue Shield

M E D I C A R E

*All benefits and services are not available on all plans.

Durable Medical Equipment (DME) (CareCentrix)

We cover all medically necessary DME covered by Original Medicare. Check your *Evidence of Coverage* for details. Have your prescription ready when you call.

1-877-561-9910 (TTY: 1-800-955-8770)

Fitness (SilverSneakers® by Tivity Health)

All Florida Blue Medicare Advantage plans include a SilverSneakers membership at no extra cost to you. Enjoy access to participating gyms nationwide, as well as online classes.

silversneakers.com

1-888-423-4632 (TTY: 711)

Health Assessments (Emcara Health)

Have an in-home health assessment or a telehealth assessment performed by a licensed nurse practitioner. They'll do a routine checkup, review your medications, and answer your health questions at no extra cost to you.

1-800-471-1166 (TTY: 1-800-967-1796)

HealthyBlue Rewards

Get rewarded for completing certain preventive tests and screenings. It's our way of saying "thanks" for taking care of your health! Check your rewards dashboard in My Health Link™.

Rewards dashboard: Log in at **FloridaBlue.com/Medicare**, click on **My Rewards**, hover over **Rewards** and then click on **HealthyBlue Rewards**.

Overview of program: **FloridaBlue.com/HealthyBlue**

1-855-861-9400 (TTY: 1-800-955-8770)

HealthMap

HealthMap works to provide, manage, monitor, and close potential gaps in kidney care to help patients live healthier lives. If you have diabetes, consider calling HealthMap to learn more.

1-800-428-1942

Hearing (NationsHearing)

For additional hearing services not covered by Medicare, including routine hearing exams, hearing aids, and fittings. Check your *Evidence of Coverage* for details.

nationshearing.com/FloridaBlue.com/Medicare

1-866-311-3617 (TTY: 1-800-955-8770)

Prescription Mail Order Delivery Options

Use any or all of these options to get your prescriptions filled and delivered to your door.

AllianceRxWalgreens Prime

alliancerxwp.com | 1-888-849-7845

Costco Mail Order

costco.com/home-delivery | 1-800-607-6861

ExpressScripts

express-scripts.com | 1-877-277-7914

PillPack

pillpack.com/flblue | 1-866-323-3046

TTY: 1-800-955-8770

Telehealth (Teladoc)

Use your smart device (phone, tablet, computer) for Primary and Urgent Care, Dermatology, Behavioral Health (select services), and Nutritional and Dietician Services through Teladoc. Teladoc uses American Board certified, licensed doctors. Your copay may vary depending on the service. Check your *Evidence of Coverage* for details.

teladoc.com (or download the Teladoc app to your smart device)

1-800-TELADOC (1-800-835-2362)

Test Kits (Quest Diagnostics)

You may receive a screening test kit to complete in the privacy and comfort of your own home. Depending on your health, you may receive a fecal immunochemical test (FIT) kit for colorectal cancer screening, an A1c test kit to check your blood sugar levels. There is \$0 cost for using these kits to complete needed screenings. Quest Diagnostics will analyze your samples, and notify you and your doctor of your results. Call Member Services with any questions.

1-800-926-6565 (TTY: 1-800-955-8770)

Vision (iCare Health Solutions)

Your plan includes coverage for a routine eye exam, plus certain plans include allowances for eyewear (frames, lenses, and contact lenses). Start with an iCare vision provider today! Diabetic patients can also make their annual retinal eye screening with an iCare Optometrist.

myicarehealth.com

1-855-373-7627 (TTY: 1-800-955-8770)

Welvie

Welvie My SurgerySM helps you decide on, prepare for, and recover from surgery for the best possible outcome.

welvie.com

1-877-780-0016

Additional offerings available on select plans:

At-home Care (Papa)

Get help with everyday tasks, like running errands, grocery shopping, yard work, light housekeeping, and more with Papa. *Included with all Florida Blue Medicare Advantage plans except FHCP and Regional PPO plans.*

joinpapa.com

1-888-941-3933 (TTY: 711)

Dental (Florida Combined Life)

Preventive coverage including cleanings, exams, X-rays, as well as other care like extractions, denture fittings, and more. Coverage varies by plan. Check your *Evidence of Coverage*. *Included with all Florida Blue Medicare Advantage plans except Regional PPO.*

FloridaBlueDental.com

1-888-223-4892 (TTY: 1-800-967-1796)

Meal Delivery Program (ILS)

Certain plans include a limited number of meals delivered to your home after an inpatient stay, or as a special supplemental benefit. Check your *Evidence of Coverage* to see if your plan includes meal delivery and what criteria is required.

1-833-858-7202 (TTY: 1-800-955-8770)

Over-the-Counter (OTC) Medication (NationsOTC)

Certain plans include an over-the-counter medication allowance that you can use to order items like aspirin, toothpaste, etc. Check your *Evidence of Coverage* to see if your plan has an OTC allowance.

NationsOTC: FloridaBlueMedicare.NationsBenefits.com

1-877-270-4569 (TTY: 711)

Transportation (Modivcare)

Certain plans include a number of one-way trips at no extra cost to you. Use this service for a ride to your doctor's office, pharmacy, or other medical provider. Check your *Evidence of Coverage* to see if your plan includes transportation, and the number of trips.

Modivcare: 1-855-875-5194 (TTY: 1-866-288-3133)

Exclusive support for Dual Eligible Special Needs Plans:

Healthy Food Benefit

BlueMedicare Complete (HMO-DSNP) members who receive any level of LIS/Extra Help have \$27 to \$52 each month (depending on which plan you are enrolled in) to spend on healthy food at local grocers. With your Healthy Food Benefit, you get a Blue Dollars Card from Florida Blue that you can use to purchase healthy food. Find your balance and learn more about your Blue Dollars benefits by logging in to your member account, My Health Link, at [FloridaBlue.com/Medicare](https://www.floridablue.com/Medicare).

Over-the-Counter (OTC) Medication (Nations OTC)

Certain plans include an over-the-counter medication allowance that you can use to order items like aspirin, toothpaste, etc. Check your *Evidence of Coverage* to see if your plan has an OTC allowance.

BlueMedicare Complete D-SNP Members Only:

Your OTC benefit is managed by Nations OTC.

NationsOTC:

FloridaBlueMedicare.NationsBenefits.com

1-877-270-4569 (TTY:711)

Transportation (Kaizen)

Certain plans include a number of one-way trips at no extra cost to you. Use this service for a ride to your doctor's office, pharmacy, or other medical provider. Check your *Evidence of Coverage* to see if your plan includes transportation and the number of trips.

BlueMedicare Complete (D-SNP) Members Only:

Your transportation benefit is managed by Kaizen.

Kaizen: 1-833-901-2583 (TTY: 1-800-955-8770)

Partners with you in mind

Florida Blue Medicare is committed to serving you. This directory makes it easy to see and connect with the vendors we've partnered with to deliver complete health and wellness. Vendor participation varies by plan.

Your satisfaction is our top priority, so if you have any questions about these vendors, or the services they provide, please call us at the number listed below.

Contact us

4800 Deerwood Campus Pkwy.
Jacksonville, FL 32246



1-800-926-6565
(TTY: 1-800-955-8770)



FloridaBlue.com/Medicare



Health coverage is offered by Blue Cross and Blue Shield of Florida, Inc., DBA Florida Blue. HMO coverage is offered by Florida Blue Medicare, Inc., DBA Florida Blue Medicare. These companies are affiliates of Blue Cross and Blue Shield of Florida, Inc., and Independent Licensees of the Blue Cross and Blue Shield Association. We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. For more information visit [FloridaBlue.com/ndnotice](https://www.floridablue.com/ndnotice). © 2023 Blue Cross and Blue Shield of Florida, Inc., DBA Florida Blue. All rights reserved. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2023 Tivity Health, Inc. All rights reserved.