

Provider rights and responsibilities

You have the right to:

- Receive information about Empire, specific disease management programs and services, our staff and staff qualifications, and any contractual relationships that exist in disease management.
- Decline to participate in or work with Empire programs and services for your patients if contractually possible.
- Be informed of how our organization coordinates interventions with individual treatment plans for your patients.
- Know how to contact the person responsible for managing and communicating with your patients.
- Be supported by Empire to make decisions interactively with patients regarding their health care.
- Receive courteous and respectful treatment from our staff.
- Communicate complaints regarding the DM team as outlined in the Empire provider complaint and grievance procedure.



We're available Monday through Friday

Empire care managers are licensed clinicians and are available from 8:30 a.m. to 5:30 p.m. local time, Monday through Friday. Confidential voicemail is also available 24 hours a day. The 24/7 NurseLine is available to assist our members 24 hours a day, 7 days a week.

Contact us with your questions about our DM services

If you would like to refer a patient or speak with an Empire care manager, please call **1-888-830-4300**. For more information about disease management and other ways we help you, visit www.empireblue.com/nymedicaidoc or call **1-888-830-4300 (TTY 711)**.



An Anthem Company

Empire BlueCross BlueShield HealthPlus is the trade name of HealthPlus HP, LLC, an independent licensee of the Blue Cross and Blue Shield Association.

Our disease management programs help your patients



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Our Disease Management (DM) team is your resource

Empire BlueCross BlueShield HealthPlus (Empire) offers disease management programs to help you manage your patients with chronic diseases. Each disease management program encourages member self-care efforts, coordinates health care education and provides effective intervention points. Currently, we have disease management programs for the following:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Major depressive disorder – adult
- Major depressive disorder – child/adolescent
- Diabetes
- HIV/AIDS
- Schizophrenia
- Hypertension
- Bipolar disorder
- Substance use disorder



Each program features:

- Proactive population identification processes.
- Evidence-based national practice guidelines.
- Collaborative practice models that include primary care physicians and support-service providers in treatment planning for members.
- Continuous patient self-management education, including primary prevention, coaching related by healthy behaviors and compliance/surveillance, and case/care management for high-risk members.
- Process and outcome measurements, evaluation and management.
- Ongoing communication with primary and ancillary providers regarding patient status.

Once members are identified, they are assessed and stratified based on the number of gaps in care/needs identified via the health risk assessment. We then provide educational tools to help members understand their chronic disease conditions and even continue to assist them as their needs change. We use motivational interviewing techniques and encouragement to promote members' self-care efforts. In each case, the care manager will also inform the member of local resources available to further support their needs.



How can you use DM services?

1. Refer patients to disease management programs.

As a valued provider, you can refer your Empire patients who will benefit from additional education and care management support.

2. Assist by providing input for member education.

Providers can access Patient360 to obtain feedback on their patients regarding their care plans and condition management while enrolled in disease management.

3. Encourage and support your patients enrolled in disease management programs.

Our program is designed to help your patients improve their health and quality of life through education and self-care efforts.

