
Personalized Support and Enhanced Benefits

Our **CareGuardian** program provides **dedicated and personalized support**, as well as enhanced benefits for members with qualifying conditions. These qualifying conditions currently include:

- *Asthma/Chronic Obstructive Pulmonary Disease (COPD)*
- *Diabetes/Pre-Diabetes*
- *High Risk Pregnancy*
- *Hypertension (high blood pressure)*

Once enrolled in the **CareGuardian** program, participating members are **connected directly with a Concierge Care Coordination (C3) nurse**.

The assigned C3 nurse works with member to access the care and programs they need to achieve their health and goals and improve self-reliance. These services include:



- **Assistance with health benefits**
 - Locating in-network specialists
 - Scheduling appointments
 - Coordinating services
- Providing **coaching services** for provider's treatment plans and **medication management**
- Providing **health education** materials

Participating and compliant members receive **waived or reduced copays/coinsurance** for:

- Primary Care Physician visits
- Specialist visits
- Condition-specific medications and supplies

CareGuardian is available for both the CDH and HDHP plans.

If you're interested in participating in **CareGuardian or have any questions, please contact Member Services: 866-224-5701.**



Improve Your Health with *CareGuardian*

The invaluable services *CareGuardian* provides can help members improve their self-care by:

- Reducing missed appointments
- Reducing unnecessary trips to the emergency room

Even after the member's care plan goals are achieved, the member can **continue to work with their C3 nurse** with any questions or concerns or if there are any changes in their health status or condition(s).

If you're interested in participating in *CareGuardian* or have any questions, please contact Member Services: 866-224-5701.

For CCP Providers:

- To confirm Broward County Government (BCG) members' eligibility and program participation in our CareGuardian program, providers must use EpicCare/PlanLink.
- The member's applicable programs and their effective dates are included in EpicCare/PlanLink's Coverage Attributes.
- If you have any questions about member participation or plan benefits, please contact your Provider Operations Representative or CCP Member Services at 866-224-5701.