

Collective Health

Let our CareSupport team guide you through complex care.

Dealing with the ins and outs of healthcare can be difficult. That's why Collective Health partners with Blue Shield of California to offer CareSupport—a team of dedicated Blue Shield Registered Nurses and Collective Health Social Workers that can work with you to create highly personalized and holistic care plans.

What can CareSupport do for you?

Care plans

Our CareSupport team can review the details of your condition(s) with you, and develop a personalized care plan that best fits your needs. Please note that clinical services (diagnosis, treatment, prescribing, etc.) are not provided by this team.

Care coordination

Our CareSupport team can help you understand your plan benefits, guide you through prior authorization and appeals, and navigate complex claims issues. If needed, they can also coordinate with your providers if you need to transition from one level of care to another, like leaving the hospital to go home.

Mental health and social support

Our team is here to make sure you have help at home, and can provide emotional support, and guidance regarding advance directives (living wills). They can also help you find support groups, explore disability options, and assess the impacts of your home life and relationships.

Provide resources

Our CareSupport team can also connect you to community resources in your area, like transportation, financial, and respite care assistance.

Collective Health

The CareSupport team is trained to assist eligible members with care navigation, provider coordination, education regarding your condition, and psychosocial support.

Our team can offer support for conditions including:

- Conditions requiring infusions, injectables, or multiple medications such as multiple sclerosis and rheumatoid arthritis
- Complex mental health conditions, or those requiring ongoing intensive treatment
- Pregnancy, newborn, or birth-related complications
- Neurologic, cardiac, or gastrointestinal conditions
- Genetic and other rare conditions
- Gender affirmation surgery
- Transplant surgery
- Traumatic injury
- Autism
- Cancer
- Stroke

Participation in the CareSupport program is free, but does not cover the cost of medical or psychiatric care providers. See if CareSupport can help you.

If your needs fit our program offerings, you'll be paired with a dedicated Social Worker or Nurse. Our team is available Monday-Friday, 9am-6pm PT.

→ caresupport@collectivehealth.com

→ (844) 516-3828

** Keep in mind, support from this program is done over phone and/or email, and is not intended to be a replacement for medical or psychiatric care.*

Blue Shield of California is an independent member of the Blue Shield Association.