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**Supportive Care**  
**focused on quality**  
**of life for you and**  
**your loved ones.**

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# What is Supportive Care?

Supportive Care, often known as palliative care, is comfort-focused care for long-term and advanced illness. The Supportive Care team offers Highmark members specialized patient- and family-centered care coordination as long as needed and at no additional cost to you.

Your dedicated **Enhanced Community Care Management (ECCM)** team focuses on what matters, improving quality of life for you and your loved ones.

## How we help

When we say Supportive Care, we mean it. Your Supportive Care team works collaboratively with the doctors, nurses, and people already caring for you to set overall care goals.

Your Supportive Care team is dedicated to minimizing discomfort, emotional distress, and any other needs. Together, we'll make sure everyone's quality of life is at its best.



## Coordinated communication

Your Supportive Care team will coordinate and facilitate good communication across your entire care team and reduce stress on you and your family.

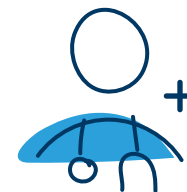


## Working with a dedicated team

Your Supportive Care team will work closely with you to develop a personal plan of care. With any choices you make, your team will provide support that centers around your needs, values, and preferences.

You and your family will always be the most important members of your team. The care team may include:

- Supportive Care advanced practice providers (nurse practitioner, physician assistant).
- Supportive Care physicians.
- A primary care physician or specialists.
- Nurses.
- Social workers.
- Telephonic care coordinators.



## Support from anywhere

Whether you need care at home, in the hospital, or a nursing facility, your Supportive Care team will be there. Available in person, over the phone, or virtually, someone will always be ready to help:

- Coordinate care and help you navigate the health care system.
- Follow your care plan, including monitoring your condition and when to take medications.
- Connect you and your family with counseling and resources.
- Prescribe treatments to manage symptoms and help you to cope with symptoms, such as pain, anxiety, fatigue and more.
- Guide you in advance care planning and living wills, based on your needs, values, and preferences.

## What you can expect

You can expect a trusted member of your Supportive Care team to provide support when and where you need it most. Your team can:

- Schedule in-home or virtual visits with you and your family to assess your needs.
- Customize a personal care plan working with your health providers.
- Call you to check in — for you and your loved ones' well-being.
- Provide support when you need it most.



You can reach us at:

**844-438-3226 (844-GET-ECCM)**



Enhanced Community Care Management (ECCM) is offered by HM Home and Community Services LLC (HM HCS). HM HCS is an independent company that provides post-acute care network management services for Highmark Blue Cross Blue Shield and some of Highmark's affiliated Blue health plans. HM HCS is solely responsible for the services it provides. Highmark Blue Cross Blue Shield and its affiliated Blue health plans are independent licensees of the Blue Cross Blue Shield Association.

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The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。

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