



# Palliative Care Program

## Care and support for patients facing a serious illness.

We offer care and support at home for patients with a life-limiting illness who have had two or more emergency room visits or hospital stays in the past six months.

We work with the patient's doctors to coordinate medical care and community services. There is no fee for the program.

## What is palliative care?

Palliative care provides services that help patients and their families to maintain independence and comfort during a progressive illness.

Team members include:

- The patient's doctor
- A registered nurse case manager
- A social worker/counselor
- A palliative care consulting doctor

Services include:

- 24/7 on-call visits for managing pain and symptoms
- Doctor visits for symptom assessments
- Education and advice on living with the illness
- A social worker to help connect with community services
- Help with developing goals
- Strategies for coping with side effects from treatments
- Assistance with advanced care plans
- Frequent contact to check on the patient and answer questions

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**BlueShield  
of Northeastern New York**

## Who is eligible for the program?

The in-home support is available for members residing in Northeastern New York who meet the criteria. The case management support is offered to any member who is facing a progressive illness including, but not limited to:

- Advanced heart disease, including congestive heart failure (CHF)
- Advanced lung disease, including chronic obstructive pulmonary disease (COPD) and pulmonary fibrosis
- Cancer, even if the patient is undergoing active treatment with radiation or chemotherapy
- Progressive neurological diseases such as Parkinson's disease, amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS), and stroke
- Repeated hospitalizations or emergency department visits

**Call toll free: 1-877-878-8785 option 2 (TTY 711)**

Monday – Friday, 8:30 a.m. – 5 p.m.

## [bsneny.com](http://bsneny.com)

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-329-2792 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-329-2792 (TTY: 711)。

