



# BlueCross BlueShield of Vermont

*An Independent Licensee of the Blue Cross and Blue Shield Association.*

## **Continuity of Care Form – Frequently Asked Questions**

### **Who should fill out the continuity of care form?**

You should fill out the form if you have a chronic medical, mental health, or substance abuse condition, if you are in the second or third trimester of pregnancy or if you have a surgery or services scheduled that required prior approval from your previous carrier.

### **When do I need to complete and send the continuity of care form to BCBSVT?**

Complete and send the form to BCBSVT after December 1, 2013.

### **There is a medication section on the continuity of care form. Do I need to complete that section?**

No, do not complete the medication section on the form. This is a generic form that is used for all new Blue Cross Blue Shield of Vermont members. You only need to complete the sections of the form that apply to you.

### **What if I have more than one specialist?**

You should only list the names of the specialists that you see for your chronic medical, mental health, or substance abuse condition, pregnancy or physicians who have surgery or services scheduled for you.

### **How will I know that my services are all set with Blue Cross Blue Shield of Vermont (BCBSVT)?**

You will receive a telephone call from the continuity of care case manager. Please be sure to provide your contact number on the form.

### **What if I have additional questions?**

If you have additional question you may call the continuity of care case manager at 800-922-8778 Option 3 then option 4.