SpecifiCare: Expert nurse guidance for you and your family

"It's nice to have somebody to reach out to when you have questions and need some support."

– Regence member

Regence

MERCER

Regence SpecifiCare™ can have a positive impact on the lives of you and your covered family members, whether you're expecting a child or dealing with serious or chronic illness. With SpecifiCare, you get the highest-quality care and support when you need it most.

Whether you need help coordinating care or managing a chronic health condition, our team is here to offer extra support 24 hours a day and seven days a week. With SpecifiCare, a dedicated nurse can help you navigate the health care system and make sure you get the right care at the right time.

Regence and Mercer Health Advantage are partnering together to offer you the highest-quality integrated care with SpecifiCare.

One nurse to help navigate care

If you face a complex or sudden medical issue, our care managers—experienced registered nurses and social workers—are here to answer questions and make sure you get the care you need. We'll pair you with a single nurse who can act as an advocate, advisor and guide as you navigate the health care system. This nurse will partner with you and your doctor to support a treatment plan based on your needs, support system and benefits. We take a holistic view of your health, looking at how all the pieces of your care experience work together. With a care manager on your side, you can focus on getting healthier. Even in the middle of the night, you can reach out for support. With access to a 24/7 nurse line, you can get health information and advice whenever you need it.

Why we'll call you	How we can help
You recently had a hospital stay	Offer support, information and resources
You're preparing for a hospital stay	Coordinate complex care
You have a chronic condition	Answer questions about benefits and health conditions
You have a high-risk pregnancy	Make sure you're getting the right services, at the right time and place
We identify a gap in your care	Work to establish the right care team through single-nurse model
We want to share important information about a health condition	Help manage a complex or chronic condition
You've been in the hospital or the ER many times	Help you understand your plan of care and post-hospital discharge instructions
You have a baby in the NICU	
You're receiving a transplant	

Extra guidance when you need it most

24/7 nurse line for health advice and support

Access to Regence BabyWise℠, our comprehensive pregnancy and new-parent program

One nurse care manager to ensure you get the best care possible

Support for chronic conditions

If you're managing a chronic health condition, you need an advocate who puts your care needs first. With our single-nurse model, your personal nurse can help with the heavy lifting of setting up care conversations and appointments. This dedicated nurse can be an advisor, coordinator and interpreter. Each nurse is backed by a multidisciplinary team of experts who can offer support and guidance. You can rest easy knowing we're working behind the scenes to address any potential gaps in care.

How SpecifiCare can help: A member story

When a member with a history of back pain was admitted to the ER with a spinal abscess, a care manager stepped in to help. After surgery, the member was treated with rehab and six weeks of IV antibiotics. But living in a rural community meant that getting to infusion centers would be difficult. The care manager coordinated a home infusion option to make things easier for the member and his wife, and a provider trained them on the process in the hospital. The home infusion treatment saved the member more than $8,000, and the care manager followed up with the member throughout the six weeks of infusion treatment to provide additional resources and support.

Get enhanced support and a
single-nurse model with SpecifiCare.

Regence

MERCER

Regence BlueCross BlueShield of Oregon
is an Independent Licensee of the Blue Cross and Blue Shield Association

Regence BlueCross BlueShield of Oregon
100 SW Market Street | Portland, OR 97201

REG-426415-20/07-OR
© 2020 Regence BlueCross BlueShield of Oregon

Regence 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 habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-344-6347 (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 1-888-344-6347 (TTY: 711).