

HMSA Supportive Care

Here When You Need Us



An Independent Licensee of the Blue Cross and Blue Shield Association

“The supportive care team was so wonderful, so experienced, so kind, and very understanding. The team just knows how to assist people in getting the extra help they need to be comfortable.

“They did an outstanding job with my mom. She enjoyed them so much and could not say enough good things about the team.”

– Family member of an HMSA
Supportive Care participant

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What is supportive care?

Supportive care is specialized medical care that can help you manage the symptoms and stresses of serious or life-threatening illnesses. It's provided in addition to your regular medical care. Supportive care can help improve your comfort and sense of well-being.

Supportive care teams include doctors, nurses, social workers, chaplains, and aides. They'll work together to make sure that all your doctors and nurses are providing the kind of care you want.

Supportive care can integrate your values, beliefs, and spiritual practices into your treatment choices. Regardless of the treatment you choose, we'll support and honor your wishes.

HMSA Supportive Care teams come from hospice agencies throughout the state. Since supportive care isn't the same as hospice care, your hospice benefits aren't used while you're on supportive care.

HMSA Supportive Care services are available for a maximum of 90 days per 12-month period.

HMSA Supportive Care teams can visit you at home. Someone is always on call 24 hours a day, seven days a week.

What can HMSA Supportive Care do for you?

- Address your physical, emotional, psychological, and spiritual concerns to give you comfort and peace of mind.
- Help you reach goals that are important to you. The HMSA Supportive Care team will take the time to find out what matters most to you and discuss how you want to receive care.
- Help you explore and understand your illness and options for care. When you understand your condition better, you'll feel more empowered to make the best decisions for yourself.
- Help your family, caregivers, and loved ones support you in the best ways possible.
- Help coordinate and organize your treatments, medications, and communication among all your health care providers to make sure you get personalized care.



Your HMSA Supportive Care team can also help you:

- Create a plan to take care of severe symptoms.
- Arrange for medical equipment and supplies.
- Understand and complete advance health care directives or living wills.



Who qualifies for HMSA Supportive Care services?

Members who can't leave their home without assistance and have:

- Advanced cancer.
- Class 3 or 4 congestive heart failure.
- Advanced pulmonary disease.
- Other serious illnesses (with HMSA medical director approval).

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If you're interested in HMSA Supportive Care or want to know if you qualify, please contact your primary care provider or specialist for more information.

