



Nancy Byers, RN
is your dedicated
Personal Health
Advocate.



Make an Appointment today!
Contact Nancy at

904-603-1650

nancy.byers@floridablue.com

Florida Blue 
In the pursuit of health®

DCPS Health Plan members
can contact Nancy today at

 **904-603-1650**

nancy.byers@floridablue.com



PERSONAL
HEALTH
ADVOCATE

Health insurance is offered by Florida Blue. HMO coverage is offered by Florida Blue HMO, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

Florida Blue, Florida Blue HMO, Florida Blue Preferred HMO (collectively, "Florida Blue"), Florida Combined Life and the Blue Cross and Blue Shield Federal Employee Program® (FEP) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773). ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-352-2583 (TTY: 1-800-955-8770).

Florida Blue 
In the pursuit of health®

We understand that each person has unique health care needs and navigating the health care system is not always easy. So we've set up specialized care teams, including a **Personal Health Advocate for DCPS health plan members**, to make it easier to manage your health and maximize your health plan benefits. These services are available to you at no extra cost to help you in your pursuit of health*.



A few ways that Nancy can help you:

- Assist with complex medical conditions
- Locate and research treatments for medical conditions
- Find "best-in class" doctors, specialists and facilities
- Navigate within Florida Blue
- Answer questions about test results and treatment recommendations
- Assist with referrals
- Help prepare patients for health care appointments
- Help members understand their conditions and become active participants in their health care
- Develop care plans
- Serve as the advocate and informational resource

*The availability of care programs and services vary by plan. Please refer to your benefit materials for details.