

MCG message

To: All Blue Cross Complete providers

Date: Nov. 3, 2023

Subject: Patients who suffer from chronic pain often need advance support

Chronic pain is a widespread and often debilitating condition affecting millions of people worldwide. Many studies have highlighted the pressing need for advanced support systems to enhance the quality of life for those enduring chronic pain.

Blue Cross Complete offers a range of services and benefits to aid in the treatment of patients suffering from chronic pain. Primary care physicians can refer patients with chronic pain to the [Override Comprehensive Virtual Pain Clinic*](#), which is available in Blue Cross Complete's health plan.

Override's care team comprises physicians, physical therapists, psychologists, coaches, and care navigators, who work together to make your treatment more effective. Override's treatment approach can supplement your care plan by providing an interdisciplinary care team, care coordination, and technology to keep your patients engaged between visits. Even more, Override works directly with PCP by communicating patients' progress and outcomes monthly.

Here's how it works:

- 1. Assessment and personalized care plan** – Your patient will have a 1:1 assessment with a board-certified plan physician to provide a diagnosis and select a clinical team to fit your patient's needs.
- 2. Ongoing coaching and specialist care** – Your patient will learn about pain science principles and work their goals.
- 3. Using the Override's platform to complement care** – Patients will have the opportunity to track care, schedule appointments and message their providers using the Override app.

Blue Cross Complete encourages providers to talk to their patients about Override and the benefits of participating in the program. For additional information or to enroll your patient(s) into the program, contact Blue Cross Complete's Integrated Care Healthcare Management team at **1-888-288-1722**.

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