

November 2024

Seamless Advance Care: MyDirectives Digital Tool for D-SNP Members

Please note, this communication applies to Healthy Blue + MedicareSM (HMO-POS D-SNP) offered by Blue Cross and Blue Shield of North Carolina (Blue Cross NC).

- **Members enrolled in Dual Eligible Special Needs Plan (D-SNP) can have free access to MyDirectives to manage advance directives digitally.**
- **Providers should discuss the importance of advance directives with patients during annual wellness visits.**
- **Members can access MyDirectives through their member website to easily create, upload, and share advance directives.**

Blue Cross NC is providing all Medicare Advantage members enrolled in a Dual Eligible Special Needs Plan (D-SNP) with free access to [MyDirectives](#), an advance directives creation tool.

What is MyDirectives?

MyDirectives is a digital tool that can be used to easily create, maintain, and share information on advance directives. It has an easy-to-use guide that takes members through a series of questions about their care preferences, the establishment of healthcare agents (medical powers of attorney), the sharing of information, and more.

Your role as a provider

To support the successful delivery of person-centered care, providers should speak to their patients about the value of establishing an advance directive during the annual wellness visit. The CMS recently revised its [advance care planning \(ACP\) fact sheet](#), which includes important documentation and time requirements for this service.

How members access and use MyDirectives

To get started with the Advance Directives program, members can visit the Blue Cross NC member website and select the Benefits tab to access the link for the Advance Directives

<https://www.bluecrossnc.com/providers/networks-programs/blue-medicare/healthy-blue-medicare>

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Blue Cross and Blue Shield of North Carolina
Healthy Blue + Medicare (HMO-POS D-SNP)
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program. Selecting this link will take the member to the MyDirectives app, where they can create a free account or link an existing account:

- If they already have a written advance directive, MyDirectives allows members to upload copies of their current directives, making it easier to store and share when necessary.
- Members can create a contact list of individuals who can have access to their advance directives, including physicians. A member's advance directive can also be retrieved through national data exchanges such as eHealth Exchange, Carequality, and CommonWell Health Alliance.

MyDirectives customer support:

- MyDirectives offers online customer support, which is the preferred contact method. Members can also call **888-884-3324** or email support@mydirectives.com.

We share a health vision with our providers that means real change for consumers.