

Care Management from a Team of Specialists

Support When You Need It Most

As part of your health benefit plan, you have access to care management—a voluntary program to help you and your family deal with chronic or serious illnesses or injuries. This program is available to you at no additional out-of-pocket cost.

HOW CARE MANAGEMENT NURSES CAN HELP

When you use the care management nurse, extender or behavioral health specialist you get the right care at the right time in the appropriate environment. They help by:



Answering your health-related questions



Coordinating care between multiple doctors



Helping you understand conditions



Supporting you through lifestyle changes to help manage conditions



Supporting you throughout your illness, from beginning to recovery



Helping you make sure all your healthcare needs are met, providing you with a holistic approach and offering resources available to your specific needs

SUPPORT FOR MEDICAL CONDITIONS AND DIAGNOSES

When you or a loved one is sick, hurt, or dealing with a new diagnosis, trying to navigate the healthcare system can be overwhelming. Your care management nurse can help you understand your benefits, answer care questions, and even find high-quality, cost-effective providers in your plan's network. Your care management nurse can help with many diagnoses, including:

- Cancer
- Respiratory illnesses
- Heart conditions
- Behavioral health conditions
- Injuries or emergency hospitalizations
- Pediatric conditions
- New diagnosis
- Recent elective or non elective surgeries

CONNECTING WITH A CARE MANAGER

Our care management team uses the information your doctors send to your health benefit plan to determine if care management could be right for you. To learn more about the program, meet Nicole and see her journey with care management.



MEET NICOLE

- 62 years old
- Married, three kids
- New breast cancer diagnosis

- 1 Nicole is newly diagnosed with breast cancer.
- 2 A care management nurse calls Nicole to introduce the care management program and explain how it can help her navigate her new diagnosis. Nicole consents to work with a nurse.
- 3 Nicole's nurse explains the program and provides direct contact information.
- 4 Nicole and her nurse walk through an assessment together to determine Nicole's needs related to her new breast cancer diagnosis and any other medical conditions she may have.
- 5 Nicole and her nurse work together to establish and reach goals related to Nicole's needs.
- 6 While working together, her nurse helps Nicole in many ways:
 - Understand her network provider options
 - Know which doctor appointments to make
 - Help her through wellness screenings
 - Answer questions about medications
 - Provide support through her cancer treatments and the side effects of those treatments
 - Provide collaboration of care between member and provider
 - Assist with finding resources necessary to her emotional and physical wellbeing
- 7 After she successfully completes breast cancer treatment, her nurse will provide a phone number to Nicole so she can reach out at any time if she needs more help.

FOR MORE INFORMATION, CALL THE NUMBER ON YOUR ID CARD.

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