Optional health risk assessment tools to identify existing conditions, potential for future disease or illness, and gaps in care to proactively manage health conditions or risks

Resources for development and achievement of personal health care related goals

Access to educational resources and tools to promote choices and healthier living

Health coaching and assistance with navigating care including becoming involved in the development of provider treatment plans and understanding your individual responsibility in outcomes

Focus on preventive care – financial incentives on many preventive procedures

Education on prescribed medications and how to take them properly

Support for participating in wellness activities

key CARE MANAGEMENT BENEFITS
OVERVIEW
The 2018 HealthChoice Care Management program is available to all participants in HealthChoice plans, surviving dependents and COBRA participants who are eligible to participate in the insurance plans offered through HealthChoice.

WHO BENEFITS FROM THE HEALTHCHOICE CARE MANAGEMENT PROGRAM?
Members with chronic conditions will benefit greatly from the new HealthChoice Care Management program; however, anyone who needs information about their condition or assistance navigating to the right providers to meet their individual health care needs will also benefit.

KEY INDICATORS for SUCCESS

— Engagement in the process
— Participation in activities identified in treatment plan
— Growth in relationship
— Timely transfers of information among all parties
— Flexible revisions to plan based on needs and goals
— Appropriate referrals and utilization of resources
— Shared accountability
— Enhanced care delivery
— Improved outcomes
— Decreased costs

WHAT WILL CARE MANAGEMENT DO FOR ME?
Working with a HealthChoice Care Manager offers you the opportunity to have a relationship with a clinician who will answer your questions and support efforts to improve your health care experience overall. You will gain an advocate who will coordinate care between you, your caregivers and providers, and assist you in setting and reaching goals. You will have access to information and community resources that will help you understand your condition and enjoy your life.

HOW DOES CARE MANAGEMENT WORK?
Our program focuses on clinical initiatives to enhance the quality of care, delivery of services and cost effectiveness of treatment offered to our members with a clinical history of one or more chronic conditions. Improving communication between all parties and addressing gaps in knowledge and resources will support a better outcome providing expedited services, and increased satisfaction. Your goals and concerns become part of the treatment plan supported with tracking tools, symptom management and access to resources.

HOW DO I BECOME INVOLVED IN CARE MANAGEMENT?
You don’t need to do anything! All eligible employees, surviving dependents and COBRA participants who elect HealthChoice in 2018 will automatically be included in the care management program. If your clinical history identifies you as a candidate for care management, you will be contacted by our care management staff. However, we are available as a resource for anyone with a desire to improve/maintain their health status, and be successful in reaching their goals.

We look forward to serving you in 2018. Please contact customer service for more information at 888-750-3232.