



# ConditionCare

Helping you be your best!

## Frequently Asked Questions

### What is ConditionCare?

ConditionCare is a no extra-charge program for certain health conditions that gives you the tools and information you need to help manage your symptoms:

- 24/7 toll-free access to a Nurse Coach who will answer your questions and provide the latest information about your condition.
- A health evaluation, developed health goals and, if needed, follow-up consultations.
- Materials on prevention, self-management and lifestyle choices to help you get more out of life.

### Which conditions does ConditionCare address?

ConditionCare is designed to help people diagnosed with at least one of these health conditions:

- Asthma (pediatric or adult)
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- Diabetes — Pediatric and Adult (types 1 and 2)
- Heart Failure (HF)

### How do I know if I'm eligible for ConditionCare?

Just call the program's toll-free phone number at **800-445-7922**.

The enrollment specialist will tell you if you're eligible.

### Are my spouse and dependents eligible?

If your spouse or dependents are covered through your health care plan and have at least one of the conditions managed through ConditionCare, they're eligible. The enrollment specialist will verify their eligibility when you call.



# ConditionCare (continued from front)

## How much does it cost to participate in ConditionCare?

There's no extra charge to participate because ConditionCare is already part of your health plan.

## How do I enroll?

Enrolling in ConditionCare is just a toll-free phone number away: **800-445-7922**. When you call, we'll validate your identity and eligibility, discuss your condition and ask for your permission to participate in the program. A ConditionCare enrollment specialist might also call you first to find out if you or your eligible family members want to participate.

## What happens once I enroll in ConditionCare?

A ConditionCare health professional will ask you several specific questions about your health. The program will use your answers to help you reach your health goals and follow your doctor's plan of care. You can also set up an appointment to take this health assessment when it's most convenient to you.

ConditionCare will also give you:

- Educational materials about your condition(s), which are mailed directly to your home.
- Newsletters to help you better manage your condition and work with your physician and care team.
- A toll-free number you can call 24 hours a day, 7 days a week to speak with a Nurse Coach about your condition and its management.

A ConditionCare Nurse Coach may also call you from time to time to answer your health questions and to collect information for updating your care plan.

## What about protecting my privacy and health information?

For your protection, ConditionCare health professionals first verify your identity before you enroll in the program. ConditionCare also follows all applicable State and Federal laws protecting your privacy and health information. Your conversations with ConditionCare Nurse Coaches, your doctor and other health professionals are confidential, although we'll use the information you give us to help you follow your personalized plan of care.

## How is my doctor involved in ConditionCare?

ConditionCare doesn't replace care from your physician. Instead, the program's Nurse Coaches work with your physician to help you follow his or her care plan. Your physician will be notified about your participation in ConditionCare.

## How long will I be enrolled in the program?

You may remain in ConditionCare as long as you continue your health insurance coverage and as long as the program is available. Any time of the day or night, you'll have toll-free access to a Nurse Coach for questions about your condition and its management. You won't have to re-enroll each year to participate. And since ConditionCare is a voluntary program, you may stop participating in it at any time.

## The next step is yours!

If you'd like to enroll in ConditionCare or if you have other questions, just call **800-445-7922** any time of the day or night. It can be your first step on the road to better health.