



# Live well – unconditionally

## ConditionCare



### Frequently asked questions

#### What is ConditionCare?

ConditionCare is a program that gives you resources and tools to help you take care of certain health conditions. When you enroll in ConditionCare, you get:

- 24/7 toll-free access to a nurse care manager who can answer questions about your condition.
- A health screening and follow-up calls to help you reach your personal health goals.
- Educational guides, newsletters, tips and tools on how to take care of your health.

#### Which health conditions does ConditionCare address?

The program aims to help members with:

- Asthma (pediatric or adult).
- Chronic obstructive pulmonary disease (COPD).
- Coronary artery disease (CAD).
- Diabetes, types 1 and 2 (pediatric or adult).
- Heart failure (HF).

#### How do I know if I can join the program?

Just call toll free at **888-249-3820**. We'll check if you can join the program.

#### Can my spouse and family members join?

If they're covered by your health plan and have any of the conditions above, they can join. Call us and we'll check if they can join.

#### How much does it cost to join ConditionCare?

ConditionCare is in addition to your health plan, so there's no extra cost.

### Get help taking care of your health

To learn more or to join ConditionCare,  
call us toll free at **888-249-3820**.

### **How do I sign up?**

Call us toll free at **888-249-3820**. We'll verify your identity, talk about your condition and invite you to sign up for the program. We might also call you first to find out if you or your eligible family members want to join.

### **What happens once I sign up for ConditionCare?**

Our ConditionCare staff will ask you some questions about your health. We'll use your answers to help you reach your health goals and follow your doctor's care plan for you. You can take this health assessment at a time that's best for you.

A ConditionCare nurse care manager might call you from time to time to find out if you have questions and to update your care plan.

### **What about protecting my privacy and health information?**

To protect your privacy, we first verify your identity by asking you to tell us your date of birth or address before speaking with you about your health. ConditionCare also follows all state and federal laws protecting your privacy and health information. Your conversations with ConditionCare nurse care managers, your doctor and other health professionals are private. We'll only use the information you give us to help you follow your customized care plan.

### **How is my doctor involved in ConditionCare?**

ConditionCare doesn't replace your doctor. Instead, our nurse care managers work with your doctor to help you follow your care plan. That's why we make sure your doctor knows if you participate in ConditionCare.

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

You may stay in ConditionCare as long as you keep your health plan and while the program is offered. We may call you to check in from time to time but you won't have to sign up each year to participate. And you may stop taking part in the program any time.



# Feel your best

## ConditionCare

### Let our health professionals help you live your best life

Do you or a covered family member have a long-term (chronic) health problem? ConditionCare is a program for you and there's no extra cost for you to join.

When you join ConditionCare, you'll get:

- 24-hour, toll-free access to a nurse who'll answer your questions.
- A health assessment by phone.
- Support from nurse care managers, pharmacists, dietitians, doctors and other health care professionals to help you reach your health goals.
- Educational guides, newsletters and tools to help you learn more about your condition.

ConditionCare nurse care managers work with members of all ages who have:

- Asthma.
- Diabetes.
- Chronic obstructive pulmonary disease (COPD).
- Heart failure.
- Coronary artery disease.

We may call to find out if ConditionCare can help you and ask you to sign up. To protect you, we'll verify your address or date of birth before talking about your health. ConditionCare is for the whole family, so we can help parents manage their children's chronic conditions, too.



### Get help taking care of your health

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