



NEW CARE MANAGEMENT SERVICES FOR HIGH RISK MEMBERS

Health Plus and Health Integrated, a Florida-based company specializing in personalized health management services, have launched a new service for members at the highest acuity level. *To Your Health™* is designed to supplement the care you provide with coaching, education and support to motivate members to achieve greater self-efficacy and improve their health status. Registered Nurses and other licensed clinicians, called Care Coaches, contact members by phone to:

- Promote adherence to your treatment plans, including prescription adherence.
- Improve their understanding of the relationship between lifestyle choices and their medical conditions – especially right after an office visit or when you start a new therapy.
- Encourage them to communicate clearly and openly with you and their other health care professionals.
- Help them set goals to improve their health condition(s) and sense of well-being.
- Provide useful tools for achieving these goals and eliminating potential barriers.
- Encourage them to identify and utilize community resources and services.

The *To Your Health* program is offered to members with co-morbid conditions who are not participating in any of Health Plus's existing disease and case management programs. The program is provided at no charge and with no obligation.

Primary Care Physicians are notified in the event that a Care Coach identifies conditions that may threaten the participant's health. Our Clinical Alert process is a faxed letter to the physician and is documented for follow up. In the event the member is in crisis, we will alert the local emergency services.

To Your Health has been specifically designed to support, not replace, the physician's treatment plan. Pursuant to this objective, all participants are asked about their treatment regimens during their coach calls.

To Your Health participants have been shown to communicate more effectively with their physicians, make fewer unplanned calls to the office, adhere to treatment plans more readily and to enjoy improved coordination between their Primary Care Physicians and Specialists.



For more information about *To Your Health* and how to refer your high risk members for this service, please call the Health Plus Provider Care Center at **1-800-450-8753**.