



For members of the  
Catholic Health Medical Plan



A **personal health nurse** can  
help you find a doctor, fill  
prescriptions, and stay healthy.

# Personal health management is a **free service** that helps hospital employees and their families **get the most from their benefits.**

When you enroll in personal health management, you work with a personal health nurse (PHN) one-on-one over the phone. Your PHN helps you find the specialists you need, the best prices for prescription drugs, and the help you need to stay on your plan of care and out of the hospital.

**Personal health nurses can assist you in finding providers and facilities within Catholic Health.**

**Your PHN works with your doctor to make sure your health data is error-free.**

If you have more than one doctor, your PHN makes sure all of your doctors, your hospital, your therapists, and other providers have the correct information about your health and care. This coordination makes diagnosis and treatment more accurate, more effective, and less expensive for you.



One member was having trouble managing the day-to-day demands of her new breast cancer diagnosis. A PHN helped the member schedule surgeries with in-network surgeons and provided therapeutic listening as the member was undergoing diagnostics. The member was able to complete all necessary testing and reports being ready to beat cancer.

# Even for hospital employees, it isn't always easy to navigate health care.

That's where a personal health nurse can help. You can contact a personal health nurse if you are enrolled in a Catholic Health health plan.

**Your personal health nurse is employed by Conifer Value-Based Care, a confidential third-party vendor.**

You might need a PHN if:

- You have a health condition that places you at high risk of developing more serious health issues.
- You have a chronic health condition, requiring several specialists to work together.
- You experience a severe health episode, and you suddenly need to find new services you've never used before.
- You just have questions about your care.

**If you think you or a covered family member can benefit from working with a personal health nurse, call 1-866-821-7021, option 5.**

**CONIFER**  
HEALTH SOLUTIONS®

If you would like to learn more about Conifer Value-Based Care, visit [coniferhealth.com](https://coniferhealth.com). And if you get a call from a Conifer nurse, answer it! It might be exactly what you need.

# Your relationship with your personal health nurse is completely **confidential.**

## **How can I be sure my health information stays private?**

Conifer Value-Based Care is legally required to keep your personal data confidential. Conifer will never give personally identifiable health information to your employer without your permission.

## **Will a personal health nurse contact me?**

If you have a complex healthcare case, a Conifer personal health nurse may call you to discuss your health care needs. Take the time to talk—your PHN is your advocate.

## **Can I contact a personal health nurse directly?**

If you are a Catholic Health employee enrolled in our health plan, you can contact Conifer to discuss your care, your physicians, your prescriptions, and more.

**While this program is especially useful for people with acute or complex chronic conditions, a PHN can help answer questions about your care and find the resources you need.**



### **Conifer member testimonials:**

**“My PHN is one of the most caring and understanding people I’ve talked to. She is very patient, kind and exceeds all expectations. She goes above and beyond to accommodate my needs.”**

**“My PHN was beyond exceptional. She contacted me regularly and was truly concerned about my mental and physical well-being. She was professional and knowledgeable, and is an asset to our organization.”**