



## Frequently Asked Questions (FAQs): Personal Health Management

### 1. What is the Personal Health Management program?

The Personal Health Management program is a resource available to Catholic Health employees, and their dependents, who are enrolled in Catholic Health Benefits of Caring Medical Plan. This voluntary and confidential program is intended to help employees and their families who have various health conditions or complex healthcare needs.

The program will provide you and your family with many valuable opportunities to help you achieve personal health and wellness goals and reduce expenses associated with complex medical care. If you are invited to participate in this program, you will work with a Personal Health Nurse (PHN) and your doctor(s) to ensure you get coordinated, cost-effective, and high-quality care. The PHN can help you set goals, build good habits, and guide you through the health system in the most efficient way possible.

A PHN can help you locate a Catholic Health Physician Partner (Tier 1) provider, where you can go for an office visit at a \$0 copay if enrolled in the Catholic Health Medical Plan. If you need assistance finding a Tier 1 facility for services such as physical therapy or lab work, a PHN can assist with that as well, which will help minimize your out-of-pocket costs.

A PHN can also refer you to employer sponsored wellness benefits. Depending on your specific needs, a PHN may refer you to special programs like the Catholic Health Diabetes Management Program, Employee Assistance Program, or MyStrength. These are at no added cost and they are complimentary benefits for you and your family.

### 2. Who provides this service?

Catholic Health partners with Conifer Value-Based Care to provide PHNs to support those Catholic Health employees and covered dependents who face complex health needs. The PHNs are employees of Conifer; they are not Catholic Health employees.

### 3. Who can participate in this program?

You may be invited to participate in the Personal Health Management program if you are enrolled in Catholic Health Benefits of Caring Medical Plan, and if you or a covered dependent has:

- A health issue that places you at a high risk for developing more serious health issues;
- A chronic health condition that needs to be managed; or
- An acute health episode, where a PHN can help you move more easily through the health system.

You may join the program in one of three ways.

- **Receive an invite.** If you are invited, you will receive a call directly from a PHN to discuss the program and your healthcare needs. The phone number will be a toll-free number, which is masked for privacy purposes.

- **Contact the PHN.** If you have chronic conditions or high-risk health issues and think you may qualify for the Personal Health Management program, you may contact the PHN by calling 1-866-821-7021 and pressing # to speak to a personal health nurse.
- **Physician recommendation.** You may also be recommended by your physician to participate in the Personal Health Management program.

Not all conditions qualify for the Personal Health Management program. This program was created to help people with acute or complex care conditions. Here are two possible examples of ways that a PHN can assist you and your family.

- **Example 1:** If you were diagnosed with high blood pressure and you were ordered to start a new medication, you may call the PHN to understand how the medication works and learn lifestyle changes you can make to help manage your blood pressure.
- **Example 2:** If you were recently diagnosed with breast cancer and need someone to help you prepare for surgery and release from the hospital, you may call the PHN.

#### 4. **Can I participate if I'm not enrolled in Catholic Health Benefits of Caring Medical Plan?**

At this time, the program is available only to Catholic Health employees who are enrolled in Catholic Health Benefits of Caring Medical Plan and their covered dependents.

#### 5. **Who will see my information?**

Just as our own employees are required to follow HIPAA requirements for our patients, the Personal Health Management program is offered in a HIPAA-compliant manner through Conifer Value-Based Care working with your medical benefits program.

#### 6. **Do I have to pay anything for the Personal Health Management program?**

No. This service is provided at no additional cost to employees enrolled in Catholic Health Benefits of Caring Medical Plan and their covered dependents.

#### 7. **Is the Personal Health Management program voluntary?**

If you are selected for the program, a PHN will reach out to you; you do not need to volunteer to be contacted. **You are not required to work with your PHN**, but if you do, you will reap the benefits of the program. Your willingness and commitment to engage with your PHN is critical to achieving a successful outcome.

#### 8. **Why should I participate?**

If you or a covered family member has a challenging health situation, the Personal Health Management program can help you move toward improved health. Even though healthcare employees may be familiar with the healthcare system, it isn't always easy to navigate the system on our own, access the best providers, or find the resources that will help us take care of ourselves and our families. That's where the Personal Health Management program comes in: your PHN is here to help you and your family better manage your health.

Catholic Health is making this program available to you; it's up to you to make the most of this important and valuable opportunity.

Your PHN is not a replacement for physician care. Instead, PHNs enhance your healthcare experience by opening the lines of communication between you, your physician(s), and other caregivers as needed. This team-based structure provides the support you need throughout your treatment, as well as that of your loved ones.

## **9. Why does Catholic Health offer this program?**

Catholic Health has invested in the Personal Health Management program to bring an innovative, proven resource to help you and your family best manage complicated health situations and move toward good health. Catholic Health cares about your health, and believes that this program will make a measurable difference for you and your family. Furthermore, managing your care means managing your costs—which helps control costs for everybody in our health plan. It's a strategy that works for everyone.