

ConditionCare

A free, voluntary program to help you and your family members better manage chronic health conditions.



Frequently Asked Questions

What is ConditionCare?

ConditionCare is a free, voluntary program that provides services and support to positively impact the health and well-being of you and your family. The overall goals of the program are to:

- Help promote and improve the overall health status and quality of life of members
- Help promote and/or delay disease progression and avoid and/or delay the complications associated with the conditions

What are the conditions addressed by ConditionCare?

ConditionCare is designed to help individuals who have at least one of the following conditions:

- Pediatric or Adult Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Heart Failure (HF)
- Coronary Artery Disease (CAD)
- Pediatric or Adult Diabetes (Types I and II)

How do I enroll?

You can enroll in ConditionCare by calling us toll-free at **888-249-3820**. When you call, please be sure to have your insurance ID card and physician's name and address available. You may also be contacted by a ConditionCare enrollment specialist to find out if you or any of your eligible family members would like to participate in the program.

ConditionCare (continued from front)

How do I know if I am eligible?

When you call the toll-free number, the enrollment specialist will verify your eligibility.

Are my spouse and/or dependents eligible?

If your spouse and/or dependents are covered through your health care plan and have one of the conditions managed through the program, they are eligible. The enrollment specialist will verify eligibility when you call.

How much does it cost me to participate in the program?

ConditionCare is part of your health plan and is voluntary. You do not have to pay any additional fees to participate.

How long will I be enrolled in the program?

You may remain in the program as long as you continue your health insurance coverage and as long as the program is available. You will not have to re-enroll each year to receive the program benefits and services. You may discontinue the program at any time.

What services will I receive if I register?

When you register in the program, you will speak with a health care professional who will complete the enrollment process by collecting your correct name, address, phone number, doctor name and address (if applicable), and your diagnosis. You will then be asked to answer some specific questions related to your health and your condition. This information will be used to establish a care plan especially designed to help you reach goals for improving your health. In addition, the program includes:

- Written materials about your condition(s), which are mailed directly to your home
- Quarterly newsletters about your condition(s), which include information about caring for your health and how to get the best care possible
- A toll-free number you can call 24 hours a day, 7 days a week, to speak with a registered nurse about your condition
- You may also receive periodic phone calls from a nurse to help you better manage your health and to collect clinical information for updating your care plan

How is my physician involved?

The program's registered nurses do not replace your physician, but will work with him or her to provide you with the best health care possible. Your physician will be notified of your participation in the program and may be asked to complete a questionnaire to help ensure we have his or her plan of care for you.

