



Working with Your Care Manager



HealthReach Care Managers are specially trained Registered Nurses and Certified Coaches who take into account each member's individual circumstances and personal factors.

Care managers also provide health coaching, medical resources and information for participants and their families.



- 1. Nurse care managers begin by sending an introductory letter to identified participants, introducing themselves and the program.**
- 2. The letter is followed by a phone call from the same nurse care manager to address gaps in care for preventive services and management of chronic health conditions.**
- 3. Participants will have the same nurse the entire time they participate in the HealthReach Care Management Program.**

Will my care manager tell my doctor what to prescribe or how to control my medical care?

No. The role of your Care Manager is to serve as your resource, to help you better understand your current health status as a patient, and to work with you to help create a healthy lifestyle. In this way, HealthReach is a complement to, not a replacement for, care provided by your doctor or other primary care provider.

Will my care manager talk to my doctor?

Only with your advance permission can a HealthReach care manager contact your doctor or other primary care provider.

How long will I be expected to participate in the HealthReach program?

The frequency of contact with a participant depends on your needs. Typically, a participant can expect to speak with their care manager about once a month. The average

length of participation in the program is nine (9) months.

With my busy schedule, how much time will this take?

If selected for the HealthReach program, you will typically be required to speak with your care manager only once a month.

They are more than willing to set aside time to speak with you at times that work best with your schedule. This program is flexible and meant to be convenient for you.