

A Personal Health Nurse:

Understands your unique needs

Your PHN stays updated on your current health status, obstacles, and preferences so they can collaborate with your doctor to adjust care plans as needed.

Provides clarity and support

Your PHN collaborates with your physician to make sure your information is consistently accurate. Ongoing communication between you and your care providers provides greater accuracy in diagnosing ailments, finding solutions, tracking progress and optimizing the care you receive.

Coordinates your care

Your PHN assists you with issues and questions between doctor visits; they explain diagnoses, explore treatment options and answer questions about resources available to maintain good health.

Working as a team, you, your physician and your Personal Health Nurse (PHN) will set health goals, create an action plan and identify ways to maintain healthy habits and find the right care when you need it.

Your PHN's goal is to make this process efficient. They guide you through the different aspects of the health system, making your care manageable and getting you on the path to better health faster.

The Personal Health Nurses

Your PHN will help you gain the knowledge, skills and confidence needed to participate in your own health care decisions now and in the future.

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CONIFER
HEALTH SOLUTIONS

 Southcoast® Health

More than medicine.

Southcoast Health Plan Personal Health Nurse

A benefit offered through your Southcoast Health Plan insurance.



 Southcoast® Health

More than medicine.

**Gain a healthier life
by connecting with
a Personal Health
Nurse.**

Personal Health Management

You may qualify for Personal Health Management if you are enrolled in the Southcoast Health Plan and have:

- + A health issue that places you at a high risk of developing more serious health issues, or
- + A chronic health condition that needs to be managed in order to maximize your health

This service is provided at no additional cost by a Personal Health Nurse (PHN) who is employed by a confidential third party, Conifer. A PHN will call you to talk about the services they can provide and will work with you and your doctor to establish a plan to help you feel better and keep your costs in check.

Personal Health Management is voluntary

Your commitment to working with your PHN is critical to achieving a successful outcome. You are not required to work with your PHN, but if you do, you will reap the benefits of the program.

About Conifer

Your PHN works for Conifer, an independent company. Conifer is a certified health solutions company and a national leader in personal health management and health care technology.

How can I be sure that my health information is confidential?

Conifer is required to maintain the confidentiality of your personal health information. Personally identifiable health information is not given to your employer without your expressed permission to do so.

How does a PHN make contact with me?

If you are identified as a candidate for personal health management, a Conifer Personal Health Nurse will call you to discuss the program and your health care needs.

Can I contact a PHN?

If you are enrolled in the Southcoast Health Plan and have chronic conditions or high-risk health issues and think that you may qualify for personal health management, you may contact one of our dedicated PHNs. Not all conditions qualify for Personal Health Management. For information regarding Southcoast's Wellness Program, HealthQuest, contact Kris Aimone at 508-973-7417 or refer to the HealthQuest page on the Southcoast Intranet.

For example, if you have diabetes and your glucose is not under control, you may call a PHN to help you figure out how to regain control of your condition; or if you were recently diagnosed with breast cancer and need someone to help you prepare for surgery and release from the hospital, call your PHN.

If you or one of your dependents who are covered by the Southcoast Health Plan qualifies for this service, please reach out to one of the dedicated Personal Health Nurses or call the Southcoast Health Plan Customer Service Center at 877-234-5550. Select option 2 for Medical Management Services then select option 4 for Your Personal Health Nurse.