



Care Management Programs

At Southcoast Health, we strive to provide benefits that are affordable and support the overall wellbeing of our employees and their families. Our Health Plan offers excellent access to high quality Southcoast Health and Harvard Pilgrim (HPI) network providers. We have also partnered with HPI and Conifer Health Solutions, our medical management company, to help you navigate the healthcare system, optimize your benefits, and understand how to manage your health care needs.

Over the past several years, we have introduced programs to help make sure you get the right care — in the right setting at the right time — while keeping your out-of-pocket costs as low as possible. Participating in some of these services may also qualify you for the annual Health Plan premium savings, worth \$600 for the year. Please read on to find out more about free resources to help you make the most of your benefits!

Personal Health Management

Employees and family members with acute or complicated health issues have free, confidential access to a Personal Health Nurse (PHN) through Conifer. These dedicated Southcoast Health Plan nurses will develop a personalized care plan with you and your physician and guide you towards your health goals. They know your benefits, your providers, and your community, and will advocate on your behalf to have comprehensive and coordinated care. Engagement in the Personal Health Management program qualifies you for the annual Health Plan premium savings offered through HealthQuest. The two PHNs are Andrea Bond and Jo-Ann Hadfield. Both enjoy using their knowledge to bring improved health and wellbeing to Southcoast Health Plan members.

Andrea Bond has been a nurse since 1996, gaining experience across the healthcare continuum. She has experience in acute medical/surgical care, emergency/trauma care, ICU level care, long-term, short-term, and sub-acute care. Andrea started as a Personal Health Nurse in October 2012 and was promoted to a senior PHN in 2016.

Jo-Ann Hadfield has been a nurse since 2011. She has experience in acute and chronic medical care, rehabilitation, and home care. She is an experienced diabetes educator and has provided support and education to high risk diabetic populations. Jo-Ann started as a Personal Health Nurse for Conifer Health in May 2018.

You can find out if you qualify for this service by reaching out to Conifer PHNs at 800-459-2110.

Southcoast Cares

Southcoast Cares is a specialized Care Management program for Southcoast Health Plan members that have one or more chronic health condition, could benefit from care coordination, have a Southcoast Primary Care Provider (PCP) and are at high risk of developing more serious health issues. This program follows a team-based care model that offers high quality coordinated health care working with a PHN and with your PCP at the center of your care team. The team will coordinate your care with specialists, other health care providers, and facilities to ensure you receive timely access, proper treatment, and support when needed. The goal is to assist you in improving your health and satisfaction with your care, while reducing how much you spend for health care. If you agree to enroll and work with a PHN and your care team to coordinate your care, you will have access to generic maintenance medications for your chronic conditions filled at no charge (\$0 co-pay) to you. This will help reduce your out-of-pocket expenses and ensure that you are able to continue to take your medications. SC Cares engagement also qualifies you for the annual Health Plan premium savings offered through



Care Management Programs

HealthQuest. You can find out if you qualify for this service by reaching out to Conifer PHNs at 800-459-2110.

new

Diabetes Care Management

Having the knowledge and tools to help manage diabetes is crucial to maintaining and improving your health and wellbeing and avoiding health complications in the future. For Southcoast Health Plan members living with diabetes, Southcoast offers free access to an American Diabetes Association (ADA) certified Diabetes Management program. The Diabetes Management Program at Southcoast offers education, coaching, adherence to best practices, and diabetes related maintenance medications and supplies at no-cost to the member. This helps the member manage their health in the most cost-effective and clinically sound way. Members who enroll in the program will qualify to receive approved diabetes medications and supplies (testing strips, etc.) at \$0 co-pay at the Southcoast retail pharmacy. Eligible Health Plan members will receive a letter at home inviting them to participate. Once enrolled, you will be able to continue this benefit by maintaining compliance with diabetes best practices of a regular HBA1C measurement, eye exam, nephropathy screening, and check-in with the Diabetes Management team. If you believe you qualify for this program and would like more information about enrolling, reach out to Kris Aimone, Wellbeing Program Manager at 508-973-7417 to learn more.

Orthopedic Care Management

Learning about the best and most effective options for treating orthopedic concerns can be a daunting task. Southcoast Health offers access to our Orthopedic Center of Excellence within 48 hours when you have a referral from your doctor for an inpatient or outpatient orthopedic procedure. If you decide to have your procedure done at Southcoast, you will have the lowest out-of-pocket costs and have access to the full range

of education, support, and rehabilitative services through the Orthopedic Center. You can still decide to have the procedure done elsewhere, but we require that you have a consultation with the Southcoast Orthopedic Center. It can be a first or second opinion visit, but in order to avoid the \$500 charge, a consult is required.

Oncology Care Management

An oncology diagnosis can be scary and overwhelming, which is why the Southcoast Health Plan has established the Oncology Care Management Service. Our concierge service will help you find the best oncologist for you or your family member, and will coordinate the necessary care along the way. If you are a member of the Southcoast Health Plan over the age of 18 and have received a cancer diagnosis, you can meet with an Oncologist, intake coordinator, and care coordinator at our Cancer Center within 48 hours. They will help you and your family throughout your experience whether you receive care at Southcoast or elsewhere. Pre-authorization is required for cancer treatment services, including an office visit, outside of Southcoast. In order to avoid an additional \$500 fee, you or your adult family member will need to make an appointment with the Cancer Center Concierge. Please contact the Southcoast Centers for Cancer Care at 508-973-5838.

HealthQuest

HealthQuest offers all employees, regardless of Health Plan enrollment, access to programs that help to reduce health risks by identifying and changing behaviors that could lead to future health problems. Programs offered include the Virgin Pulse engagement platform for fitness and healthy eating, Tobacco Cessation, Weight Management, and Diabetes Prevention & Management. Go to <https://www.southcoast.org/healthquest/> to learn more.

We want you to live well and be well, and believe our care management programs will benefit you and your family in your quest for optimal health.