



# Here for you, always

Depending on your health journey, you might receive a call from a member of our Care Advocate Team.\* This personalized care team is here to help you on your path to better health.

Engaging with the Care Advocate Team is your first step to better health. This team can meet you where you are, either over the phone or in person.

## Your care team can:

- Help you navigate the complex health care system
- Find additional services that could be beneficial to your care
- Empower and inspire you to meet your personal health goals
- Identify barriers to your care and find ways to address them
- Provide you with information regarding effective and affordable treatments

And all this is at no additional cost to you.

## Your personalized care team includes a:

- Medical director who oversees the care team
- Nurse case manager (registered nurse) who finds resources to address gaps in your care
- Pharmacist who can explain medications and help you reach your health goals
- Social worker who supports your emotional well-being
- Registered dietitian who consults on nutrition and provides meal planning tips



Don't miss out. If you receive a call from your Care Advocate Team, get ready for the support of a personalized care team.

# Morgan's Care Management Story



## 1. Member Background

- Morgan was identified for Case Management during inpatient hospitalization
- She received a phone call from her Care Advocate Team to help her navigate this difficult time
- Following the surgery, she was initially given a terminal prognosis. However, after a second opinion, she was told her scans appeared free from cancer and that her prognosis was good
- When talking to her Care Advocate Team, Morgan expressed that she felt overwhelmed at times due to fear of her cancer returning
- She also shared that she was not happy with her current Primary Care Physician (PCP)



## 2. Clinical Support

- Morgan's RN Case Manager (RNCM), Gina, had a video visit with her and offered emotional support
- Gina shared information on support groups
- Gina helped Morgan find a list of in-network PCP's
- She provided instructions regarding post-surgical care and educated her on the prior authorization process



## 3. Measurable Outcomes

- Morgan had no post-surgical complications
- Her follow-up labs are now within normal limits
- She will take chemotherapy medication for 3-6 months and will then only require follow-up visits with an oncologist
- Her follow-up imaging showed no remaining disease
- She has resumed exercising with her spouse and continues to regain strength

Morgan expressed sincere gratitude for the support and resources her Care Team provided during this tough time.

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\*Previously called Multidisciplinary Care Team. Members of the Care Advocate Team do not provide medical care to members; instead, they help members get the care they need.

This story isn't meant to give any medical advice or recommend any specific health care strategy or course of treatment. If you have specific health needs, or may be in need of health care treatment, please see a doctor or other health care professional.

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