

# Member Care Management

*Because a little extra care can go a long way.*



From everyday questions to long-term guidance through complex medical conditions, the Univera Healthcare Member Care Management team is here to lend a hand. Need help keeping track of prescription refills? No problem. Need to find a support group or information about a diagnosis? We know just where to look. We can even help you learn how to better care for a family member. Just give us a call. Our team is ready to give you the extra support you need at no additional cost.

## *Four Big Ways We Help You Manage Your Health*



### **Dedicated Team**

**Coordinated care when you need it most.**

A registered nurse works with a multi-disciplined team of health care professionals to deliver specialized, expert guidance and one-on-one support.



### **Complex Condition Management**

**Personalized support to get you through.**

After a thorough assessment gives us a clear picture of your unique situation and needs, we provide outreach and support to help you better manage and understand your condition.



### **Chronic Condition Management**

**Ongoing expertise and specialized care.**

We identify the barriers preventing you from achieving your health goals and help you overcome them. We also provide support like education on recommended tests and screenings so you can feel confident managing your illness.



### **Mental and Behavioral Health Management**

**Proven approaches with real results.**

Substance abuse and mental illness are treatable diseases. And we'll provide you with the education, support, and community resources you need to get the upper hand on them.

"When you consider health insurance, you might think 'emergency coverage, medical bills, payments, and paperwork.' As a Univera Healthcare member, you get so much more. We care about you — the person — which is why we're here with quick answers, important connections, proven methods, and ongoing care planning when you need it."

— Joanne Richards, Member Care Management Team

## FAQs About Member Care Management

### 1 What health conditions qualify for Member Care Management?

If you're a Univera Healthcare member, chances are you can benefit from Member Care Management on some level. It could be as simple as assistance with finding resources for a family member or as complex as creating an ongoing care plan for a chronic illness. **Whatever the situation, we provide this service as part of your membership, at no extra cost to you.**

### 2 How does it work?

If you have a question — about doctors, care, coverage, support, or coordination — just call. We'll guide you to the right person who can help you take the next step. You can also reach out via our online chat feature by logging in to your member account on **UniveraHealthcare.com**.

### 3 How much does it cost?

It's free to members. Our Member Care Management services are included at no additional cost to you. By helping you schedule and remember appointments, source prescriptions, and stay on top of your health, they can often even save you money.

### 4 Will I have to explain my situation to a new person every time I talk to Member Care Management?

No. The first time you call, we'll put you in touch with the right person to handle your needs on an ongoing basis. After that, you'll usually speak to your dedicated registered nurse and any other specialty clinicians who understand your situation.

At Univera Healthcare, we truly care about the people and community we serve. Which is why we go beyond simply covering medical bills to provide the extra guidance and support our members need to live healthier, happier lives. Give us a call to see how we can help.

#### Member Care Management for Chronic and Complex Conditions

1-800-860-2619

8 a.m. to 4:30 p.m. EST, Monday – Friday

#### Mental and Behavioral Health Management

1-800-277-2198

8 a.m. to 5 p.m. EST, Monday – Friday

**TTY users may call 1-800-421-1220.**

**Opt out of Member Care Management at any time by calling 1-877-222-1240.**

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Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.  
注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。  
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## Meet Your Member Care Management Team



### Registered Nurses

Your dedicated registered nurse will be your main point of contact on the Member Care Management team — providing you with the care planning, education, and emotional support you need to achieve your health goals.



### Registered Dietitians

Want to start eating better? Our registered dietitians are food and nutrition experts who can tell you exactly what you need to eat to maintain a healthy diet.



### Behavioral Health Specialists

When you're dealing with addiction or mental illness, it can feel like you've got nobody in your corner. But that's not true. Get the counseling and direction you need from our behavioral health specialists.



### Social Workers

Being the primary caregiver for a family member can be extremely challenging to handle on your own. Our social workers are here to give you the skills, tools, support, and confidence to get issues resolved.

**univera**  
HEALTHCARE