

# CONDITION MANAGEMENT PROGRAM

## HELPING YOU TAKE CONTROL OF YOUR HEALTH AND FEEL YOUR BEST, EVERY DAY.

Managing your health can be challenging, and sometimes we could all use a little help to make things easier. At Tufts Health Plan, we're here with the support you and your family need to create and maintain a healthy momentum for a lifetime. The program is about you, not your condition - it's voluntary, completely confidential and included in your health plan benefits.

### Who is the program for?

If you or an adult family member on your plan has one or more of the health conditions listed below, you may qualify for Tufts Health Plan's Condition Management Program.

- ▶ Asthma
- ▶ Chronic Obstructive Pulmonary (Lung) Disease
- ▶ Coronary Artery Disease
- ▶ Diabetes
- ▶ Heart Failure
- ▶ Kidney Disease

### How does the program work?

Your well being is important to us and we're here to help. If you have one of the medical conditions above, your doctor may refer you to our program or you may receive a letter, or phone call, from Tufts Health Plan inviting you to participate. You can also call us to discuss whether this program would be helpful to you.

Participants who are identified as moderate or high risk and participate in the program receive \$100.00 in their HRA by enrolling and completing at least three sessions with a Nurse Condition Manager including Initial Assessment and two follow up sessions.

Please note that this program is intended to supplement, and not replace, care by your health care providers. We encourage you to share the information learned through this program with your

health care providers, and you should always consult your health care providers if you have questions about your condition.

When you qualify to participate:

- ▶ You will receive personal, one-on-one support from a registered nurse.
- ▶ You can choose how you'd like to work together – by phone or email.
- ▶ You decide when, and for how long, you'd like to participate in the program.

Your nurse will work with you on your specific health issues – at your own pace. For instance, you may decide you'd like to:

- ▶ Create a personalized care plan
- ▶ Understand how to recognize your symptoms and lessen their effects
- ▶ Get answers to your questions and learn about available resources
- ▶ Receive health information in the mail
- ▶ Review your doctor's treatment plan and discuss potential side effects of any medications you may be taking.

Plus, you'll always have immediate access to personalized online tools at [mytuftshealthplan.com](http://mytuftshealthplan.com) so you can manage your condition and enjoy life to the fullest – anytime, anywhere!

**What else do I  
need to know?**



## What kind of results can I expect?

Small steps in managing your health can make a big difference in how you feel, and your nurse will work with you to set realistic goals to help improve your condition and well being. We want you get the most out of your life—and we're here to support you every step of the way.

## We're here for you 24/7.

Now you can talk to a Registered Nurse any time, day or night. A caring professional can help you make informed decisions about your family's health. When you need answers Nurse Advice Line is there for you. It's simple - just call 1-866-855-0183.

Please Note: The Nurse Advice Line is not a substitute for medical attention. Our Registered Nurses cannot provide diagnoses or treatment. If you have an emergency medical condition, please call 911 or your local emergency medical service number.

## THE MORE YOU KNOW, THE HEALTHIER YOU CAN BE.



Call us for more information or to talk about whether you are eligible to enroll in our Condition Management Program.

For information on our **Asthma or Kidney Disease** programs, call 888-766-9818 ext. 3532.

For our **Diabetes, Heart Failure, Coronary Artery Disease, or Chronic Obstructive Pulmonary (Lung) Disease** programs, call 866-201-7919.