



Working with Your Care Manager



HealthReach Care Managers are specially trained Registered Nurses who take into account each member's individual circumstances and personal factors.



Your Personal Health Nurse also provides health coaching, medical resources and information for participants and their families.



1. The Personal Health Nurse begins by sending an introductory letter to identified participants.



2. The letter is followed by a phone call to address preventive services and management of chronic health conditions.



3. Participants work with the same nurse for the duration of the program.

Will my care manager tell my doctor what to prescribe or how to control my medical care?

No. The role of your nurse is to serve as your resource, to help you better understand your current health status as a patient, and to work with you to help create a healthy lifestyle. In this way, HealthReach is a complement to, not a replacement for, care provided by your doctor or other primary care provider.

Will my care manager talk to my doctor?

Only with your advance permission can a HealthReach nurse contact your doctor or other primary care provider.

With my busy schedule, how long will the program last and how much time will this take?

The frequency of contact with a participant depends on your needs. Typically, a participant can expect to speak with their nurse about once a month. The average length of HealthReach participation is nine months.

Your nurse is more than willing to set aside time to speak with you at times that work best with your schedule. This program is flexible and meant to be convenient for YOU.

Contact Us: Call

**1-800-582-1535 or
Scan this code to
schedule your call.**

