

- If your coverage is denied, talk to your doctor about appealing the decision.
- If you are considering a service or medication that is not covered by Northwind Health Plus, ask your doctor about other options that may be available.

Personal Health Support Programs

CARE MANAGEMENT

Northwind Health Plus offers a number of personal health support programs to help members stay healthy and manage their health care costs. Through this program, members can access a range of services, programs, and benefits including:

Case Management: Northwind Health Plus provides a case management program that connects members with a team of health professionals, depending on the individual's needs. These professionals will help assess the member's health situation, develop a plan of care, coordinate care and resources, and provide support and education.

Disease Management: Northwind Health Plus offers disease management programs for members with certain chronic conditions. These programs provide members with support, information, and resources about their conditions, as well as assistance in managing their health care.

Wellness Programs: Northwind Health Plus provides wellness programs to help members stay healthy and manage their health care costs. These programs include programs to help members quit smoking, manage stress, and improve their overall health and well-being.

Exceptions:

- Members must be enrolled in Northwind Health Plus to be eligible for these programs.
- These programs may not be available in all areas.
- Some services may not be covered by Northwind Health Plus.

Tips:

- Take advantage of the services and programs offered through Northwind Health Plus.
- Talk to your doctor or other health care provider about your health and any treatments that may be available.
- Take an active role in your health care. Ask questions and be informed about your health and any treatments that may be available.
- Make sure to follow your doctor's instructions and stay up to date on your health care.
- If you have any questions or concerns about your health, contact Northwind Health Plus for assistance.