

Get to Know HAP Restore



HAP's Restore program is designed to help our members with chronic conditions better manage their own health and make sure they're getting the best care possible at all times. HAP Restore helps in more ways than one because it's made up of three different, highly effective programs: CareTrack® Disease Management, Restore Case Management and Comfort & Palliative Care. Here is a quick look at each of these free programs.

Restore CareTrack Disease Management

Restore CareTrack helps members manage their chronic conditions by providing resources that encourage smart choices. The purpose is to help them keep their prescribed treatment plans. To achieve that, a nurse health coach works closely with each member.

The CareTrack program includes:

- Telephone coaching to give encouragement and support
- A three-month condition management teaching program
- Medication monitoring
- Monitoring for behavioral and emotional triggers relative to the treatment plan
- Health reminders for screenings and tests

Members age 18 and older qualify for CareTrack if they are high risk with any of the following conditions:

- Asthma (Members five years old and older with asthma are included)
- COPD
- Coronary Artery Disease (CAD)
- Diabetes
- Heart failure

CareTrack also addresses the following as co-morbid conditions to the above:

- Depression
- Hypertension
- Obesity

Restore Case Management

This innovative program assists members requiring intensely focused care coordination due to complex conditions and those transitioning from one care setting to another. In order to minimize return visits to the hospital or emergency room, the program helps these members understand the requirements of their health status. It also helps reduce any barriers that might interfere with the services they need.

An RN from HAP will work closely with each member's health care provider to ensure the member is getting the right care when it's needed, including:

- Navigating through the local health care system
- Scheduling tests, procedures and appointments
- Addressing medical, therapeutic and polypharmacy issues
- Secure home care, medical supplies and durable medical equipment when needed

Restore Comfort & Palliative Care

The Restore Comfort & Palliative Care program is a pre-hospice program for members with end-stage terminal conditions. It provides in-home health care services that combine both curative and palliative treatment options. Members have access to care 24 hours a day, seven days a week. The goal is to support the member through their terminal illness, while reducing the need for repeated emergency room visits and inpatient hospitalizations and to eventually transition care to hospice services when appropriate.

Referring a member to any of the Restore programs is easier than ever.

- If you know of or are treating a HAP member who would benefit from additional assistance or for more information about any of HAP's Restore programs, call (800) 288-2902 or email **Restore@hap.org**.
- To refer a member to the Comfort and Palliative Care program, call (313) 664-8324.