



Frequently Asked Questions (FAQs): Personal Health Management

1. What is the Personal Health Management program?

The Personal Health Management program is a new resource available to Catholic Health Services employees who are enrolled in Catholic Health Services' medical benefits program and their covered dependents. This voluntary and confidential program is intended to help employees and their families who have various health conditions or complex healthcare needs.

The program will provide you and your family with many valuable opportunities to help you achieve personal health and wellness goals and reduce expenses associated with complex medical care. If you are invited to participate in this program, you will work with a Personal Health Nurse (PHN) and your doctor(s) to ensure you get coordinated, cost-effective, and high-quality care. The PHN can help you set goals, build good habits, and guide you through the health system in the most efficient way possible.

2. Who provides this service?

Catholic Health Services has partnered with Conifer Value-Based Care to provide PHNs to support those Catholic Health Services employees and covered dependents who face complex health needs. The PHNs are employees of Conifer; they are not Catholic Health Services employees.

3. Who can participate in this program?

You may be invited to participate in the Personal Health Management program if you are enrolled in Catholic Health Services' medical benefits program, and if you – or a covered dependent – has:

- A health issue that places you at a high risk for developing more serious health issues;
- A chronic health condition that needs to be managed; or
- An acute health episode, where a PHN can help you move more easily through the health system.

You may join the program in one of three ways.

- **Receive an invite.** If you are invited, you will receive a call directly from a PHN to discuss the program and your healthcare needs. The phone number will be a toll-free number, which is masked for privacy purposes.
- **Contact the PHN.** If you have chronic conditions or high-risk health issues and think you may qualify for the Personal Health Management program, you may contact the PHN by calling 1-866-821-7021 and pressing # to speak to a personal health nurse.
- **Physician recommendation.** You may also be recommended by your physician to participate in the Personal Health Management program.

Not all conditions qualify for the Personal Health Management program. This program was created to help people with acute or complex care conditions. Here are two possible examples of ways that a PHN can assist you and your family.

- **Example 1:** If you have diabetes and your blood sugar is not under control, you may call a PHN to help you figure out how to regain control of your condition.
- **Example 2:** If you were recently diagnosed with breast cancer and need someone to help you prepare for surgery and release from the hospital, you may call the PHN.

4. Can I participate if I'm not enrolled in Catholic Health Services' medical benefits?

At this time, the program is available only to Catholic Health Services employees who are enrolled in Catholic Health Services' medical benefits program and their covered dependents.

5. Who will see my information?

Just as our own employees are required to follow HIPAA requirements for our patients, the Personal Health Management program is offered in a HIPAA-compliant manner through Conifer Value-Based Care working with your medical benefits program. Catholic Health Services will not receive any personally identifiable information pertaining to your experience with your PHN.

6. Do I have to pay anything for the Personal Health Management program?

No. This service is provided at no additional cost to employees enrolled in Catholic Health Services' medical benefits program and their covered dependents.

7. Is the Personal Health Management program voluntary?

If you are selected for the program, a PHN will reach out to you; you do not need to volunteer to be contacted. **You are not required to work with your PHN**, but if you do, you will reap the benefits of the program. Your willingness and commitment to engage with your PHN is critical to achieving a successful outcome.

8. Why should I participate?

If you or a covered family member has a challenging health situation, the Personal Health Management program can help you move toward improved health. Even though healthcare employees may be familiar with the healthcare system, it isn't always easy to navigate the system on our own, access the best providers, or find the resources that will help us take care of ourselves and our families. That's where the Personal Health Management program comes in: your PHN is here to help you and your family better manage your health.

Catholic Health Services is making this program available to you; it's your move to make the most of this important and valuable opportunity.

Your PHN is not a replacement for physician care. Instead, PHNs enhance your healthcare experience by opening the lines of communication between you, your physician(s), and other caregivers as needed. This team-based structure provides the support you need throughout your treatment, as well as that of your loved ones.

9. Why is Catholic Health Services offering this program?

Catholic Health Services is introducing the Personal Health Management program to bring an innovative, proven resource to help you and your family best manage complicated health situations and move toward good health. We care about your health, and we believe that this program will make a measurable difference for you and your family. Furthermore, managing your care means managing your costs—which helps control costs for everybody in our health plan. It's a strategy that works for everyone.