

Promote quality care and control costs for those most at risk.

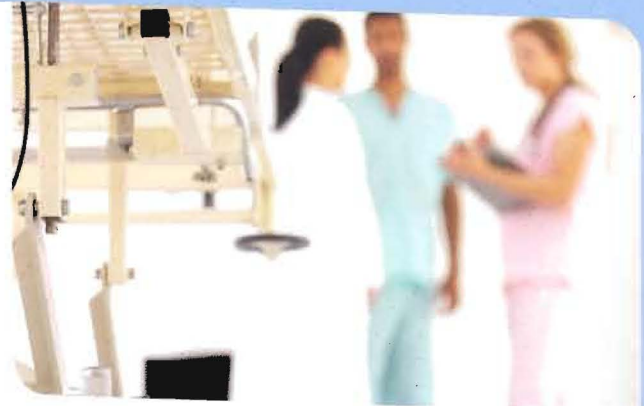
Managing health care costs begins with helping those who need it the most. **ComplexCare** reaches out to members with multiple health care issues who are at risk for frequent and high levels of medical care in order to offer support and assistance in managing their health care needs.

ComplexCare is staffed by nurses trained in helping high-risk individuals. The nurse will work with the member and coordinate with their treating physician to create an individualized nursing care plan. The nursing care plan creates personalized goals for the member to promote self-management of their condition.

The program member will have their own nurse care manager who will offer:

- *Personalized attention, goal planning, health and lifestyle coaching*
- *Strategies to promote self-management skills and medication adherence*
- *Resources to answer health-related questions for specific treatments*
- *Access to other essential medical management programs*
- *Coordination of care between multiple providers and services*
- *Help in making informed decisions about health care*

The program is designed to help members and their families effectively manage their health to achieve improved health status and quality of life, as well as decreased use of acute medical services. This helps promote healthier, more productive employees, as well as decreased costs for employers.



ComplexCare identifies candidates through available claims analysis using predictive modeling techniques. Candidates also are found through health risk assessment data, utilization management reports and referrals from a physician or one of our other programs, such as the 24/7 NurseLine.