

# CONDITION MANAGEMENT PROGRAM



## HELPING YOU TAKE CONTROL OF YOUR HEALTH AND FEEL YOUR BEST, EVERY DAY.

Managing your health can be challenging, and sometimes we could all use a little help to make things easier. At Tufts Health Plan, we're here with the support you and your family need to create and maintain a healthy momentum for a lifetime. The program is about you, not your condition - it's voluntary, completely confidential and included in your health plan benefits.

### Who is the program for?

If you or an adult family member on your plan has one or more of the health conditions listed below, you may be able to enroll in Tufts Health Plan's Condition Management Program.

- ▶ Asthma
- ▶ Chronic Obstructive Pulmonary Disease (COPD)
- ▶ Coronary Artery Disease
- ▶ Diabetes
- ▶ Heart Failure
- ▶ Kidney Disease

### How does the program work?

Your wellbeing is important to us and we're here to help. If you have one of the medical conditions above, your doctor may refer you to our program or you may receive a letter, or phone call, from Tufts Health Plan inviting you to participate. You can also call us to discuss whether this program would be helpful to you.

Please note that this program is intended to supplement, and not replace, care by your health care providers. We encourage you to share the information learned through this program with your health care providers, and you should always consult your health care providers if you have questions about your condition.

If you participate in the Condition Management Program:

- ▶ You may receive personal, one-on-one telephonic support from a registered nurse.
- ▶ You decide when, and for how long, you'd like to participate in the program.

Your nurse will work with you on your specific health issues - at your own pace. For instance, you may decide you'd like to:

- ▶ Create a personalized care plan
- ▶ Understand how to recognize your symptoms and lessen their effects
- ▶ Get answers to your questions and learn about available resources
- ▶ Receive health information in the mail
- ▶ Review your doctor's treatment plan and discuss potential side effects of any medications you may be taking.

Plus, you'll always have immediate access to personalized online tools at [mytuftshealthplan.com](http://mytuftshealthplan.com) so you can manage your condition and enjoy life to the fullest - anytime, anywhere!

What else do I  
need to know?



## What kind of results can I expect?

Small steps in managing your health can make a big difference in how you feel, and your nurse will work with you to set realistic goals to help improve your condition and wellbeing. We want you to get the most out of your life—and we're here to support you every step of the way.

## We're here for you 24/7.

Now you can talk to a Registered Nurse any time, day or night. A caring professional can help you make informed decisions about your family's health. When you need answers, Nurse24™ is there for you. It's simple - just call 866.201.7919.

Please Note: Nurse24™ is not a substitute for medical attention. Our Registered Nurses cannot provide diagnoses or treatment. If you have an emergency medical condition, please call 911 or your local emergency medical service number.

Translation services are available.

## THE MORE YOU KNOW, THE HEALTHIER YOU CAN BE.



Call us for more information or to talk about whether you are eligible to enroll in our Condition Management Program.

For information on our **Asthma** or **Kidney Disease** programs, call 888.766.9818 ext. 53532.

For our **Chronic Obstructive Pulmonary Disease (COPD), Coronary Artery Disease, Diabetes, or Heart Failure** programs, call 866.201.7919.

Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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