

Piedmont Community Health Plan Offers

A Total Population Health Management program that focuses on the individual and the issues or conditions that may affect their health over a continuum of time. This comprehensive approach to care management includes three levels:

- I. Complex Case Management**
- II. Disease Management**
- III. Lifestyle Management**

complex **CASE
MANAGEMENT**
program



PIEDMONT COMMUNITY HEALTH PLAN
Community Partners For Quality Healthcare

1937 Thomson Drive
Lynchburg, VA 24501
434-947-4463 • 800-400-PCHP
www.pchp.net

a service of

**PIEDMONT COMMUNITY
HEALTH PLAN**

complex CASE MANAGEMENT SOLUTIONS THAT WORK

■ **Complex Case Management** is a free program that helps members of Piedmont Community Health Plan and Piedmont Community HealthCare (Piedmont), who have complex or multiple conditions, manage their health issues so they can be as healthy and active as possible.

The **Piedmont Nurse Case Manager (NCM)** will offer support, but you — *the member* — will ultimately need to take a more proactive role in making healthy changes.



Making these changes and following your doctor's plan of care will improve how you manage your health conditions and take care of yourself each day.

The program is entirely voluntary. Your decision whether or not to participate will not affect your insurance coverage. If you decide to participate, and later change your mind, you can leave the program at any time.

■ **What can I expect?**

The NCM will work with you and your doctor, or nurse practitioner, to help you manage your health conditions. This can be done by telephone or pre-arranged contacts. The NCM will also provide education, resource assistance and help in navigating the complex healthcare system. You will continue to see your doctor, or nurse practitioner for medical care. Contacts can be made as frequently as necessary to assess your progress.

■ **How will the program help me?**

The Complex Case Management program will assist you in the ability to manage your health conditions and take care of yourself. If you choose to involve family members or care-givers, we can help them to better understand your conditions and needs. The NCM also helps you make appropriate decisions about your care and ensure that you are receiving the right services and the right support.



Your Piedmont NCM may make appropriate recommendations on subjects such as:

- **Preventive care programs.**
- **Mental Health programs.**
- **Lifestyle programs such as nutrition, smoking cessation and weight management.**
- **Community resource assistance, rehabilitation, skilled nursing and home health services.**

Let us support you as you learn to live better with your health conditions.

To contact a Piedmont Case Manager call: **434-947-4463**, or **800-400-PCHP**



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