



For more information, please call:

**PAI**  
Planned Administrators  
Incorporated

1-800-652-3076

Or, visit our Web site at  
[www.paisc.com](http://www.paisc.com)

  
PARADIGM HEALTH®†

[www.paradigmhealth.com](http://www.paradigmhealth.com)

®† Registered Mark of ParadigmHealth

a unique support program  
for those who are seriously ill  
Complex Care Management Program

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**Facing a serious illness or injury often can be overwhelming, confusing and frustrating.** You may feel as if you're all alone. You may not know where to find support and information to help you cope with your illness. You may not know what treatment options are available to you. You may feel as if you're hitting a brick wall when you visit one doctor after another — not knowing where to turn for the information you need to make healthcare decisions.

But, now there's a program you can turn to for help. It's the Complex Care Management program offered by ParadigmHealth. This unique patient support and education program allows you to make informed decisions about your healthcare when you're seriously ill or injured.

**Here's How We Can Help:** The program offers you information and support through a local ParadigmHealth care manager who is a registered nurse. This care manager acts as an advocate for you and your family by helping you:

- 🌀 Identify available treatment options
- 🌀 Coordinate your care with your doctor and health plan
- 🌀 Locate special supplies and equipment your doctor recommends
- 🌀 Find additional resources, such as financial assistance, support groups and other special services
- 🌀 Research the availability of special transportation or lodging for out-of-town treatments

Participating in this program is completely up to you. This service is part of your health plan benefits. There are no copays, coinsurance or out of pocket expenses for this service. You can leave the program at any time, for any reason.

**Here's How It Works:** Your health plan will refer you to ParadigmHealth if we think this program may benefit you. Or, if you're interested in learning more about it, call us at 1-800-652-3076. We'll send you a letter explaining the program and have a ParadigmHealth representative contact you.

Next, a ParadigmHealth care manager from your own community will visit you to discuss ways he or she can help you. The care manager will ask your permission to contact your doctor to offer assistance.

Then, the ParadigmHealth team will review your medical information and your treatment plan. This team, which includes specially trained nurses and doctors, is committed to helping you make the most informed decisions possible about your care. Please note, your medical history and information will be kept confidential among your caregivers and the ParadigmHealth team.

Your local ParadigmHealth care manager will be your main program contact. You and your doctor, however, will always have the final decision about your treatment options. By working closely with your doctor and by using the resources available in your community, Complex Care Management can help you through a difficult time in your life.

**ParadigmHealth will not grant or deny you any benefits. Your health plan will pay benefits according to the coverage outlined in your specific plan. In addition, the doctors and medical facilities you can choose from are based on the terms of your specific health plan.**