

Complex Care Management

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 plan.

Complex Care Management does not replace the medical care you receive from your doctor. Always check with your doctor before following any medical advice.

Call today!

1-800-868-2500, ext. 42648

Offered Through


PARADIGM HEALTH®

www.paradigmhealth.com

A

A program for PAI members who need help with difficult health care decisions

PAI

**Planned Administrators
Incorporated**

www.paisc.com

Complex Care Management

Facing an illness or injury often can be overwhelming, confusing and frustrating. You may feel as if you're all alone — not knowing where to find information to help you cope with your illness and make informed healthcare decisions. Without support, it can be difficult visiting one doctor after another, identifying what treatment options are available and where to go to find the best treatment.

Now there is 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 ill or injured.

How We Can Help

The program offers you information and support through a local 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.

How It Works

Your health plan will refer you to the program if it may benefit you. Or, if you are interested in learning more about it, call us at 1-800-652-3076. We will send you a letter explaining the program and have a ParadigmHealth representative contact you.

Next, a ParadigmHealth care manager from your 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 team.

Your local 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.

A unique patient support and education program