

# ConditionCare

## Staying healthy and “making it work”

### ConditionCare supports employees with chronic conditions

More than 75% of health care costs are due to chronic conditions. And poor lifestyle habits may complicate these health problems.

With ConditionCare, members get personalized, one-on-one support straight from a nurse to help them better manage chronic conditions. They also get information and tools to help them avoid unnecessary emergency room visits, hospital stays and time away from the job. It's the expert guidance people need to live healthier with a long-term health condition.

ConditionCare helps employees deal with:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease
- Heart failure

ConditionCare Nurse Care Managers are supported by a team of dietitians, social workers, pharmacists, health educators and other health professionals. They work with members to help them:

- Understand their condition.
- Avoid health complications.
- Follow their doctor's orders and take their medicine properly.
- Adopt healthier behaviors to better manage their condition.
- Answer questions between doctor visits.
- Coordinate their care.
- Get help for depression, if needed.

### A personal “blueprint” for health

The Nurse Care Manager typically starts with a quick health assessment to find health risks and tailor the program to best meet the member's needs. Based on those results and the doctor's plan of care, a personalized Health Chart is created with member specific goals and action steps. The Nurse Care Manager will be there from start to finish to help the member make healthy changes.



Ninety-one percent of members who spoke to a Nurse Care Manager gave an excellent rating to their ConditionCare experience.<sup>1</sup>

ConditionCare reports a return on investment of at least \$2:\$1 or better.<sup>2</sup>



<sup>1</sup> Internal Health and Wellness Solutions Member Satisfaction Study (high-risk participants). Q3 2013.  
<sup>2</sup> Internal Health and Wellness Solutions data study and Actuarial validation. 2009.

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