



# Helping you manage chronic conditions and improve quality of care, and life.

Health New England's Care Management programs help our members facing long-term health challenges like asthma, diabetes, and coronary disease. Our experienced care managers and care coordinators provide education and support to members experiencing these and many other health issues so they stay informed and healthy.

If you suffer from a chronic illness and would like a consultation with our care management team, call us at the number below and we can help determine how we can best help.

(413) 787-4000 ext. 3940

Monday - Friday 8 a.m. - 5 p.m.

[healthnewengland.org/care-management](http://healthnewengland.org/care-management)

# Get the care and services you need to manage your medical conditions.

Through our care management programs, our team can support you in making decisions to help manage your care and your relationships with your doctors and medical caregivers. Our Care Management team will also help you manage your medications and costs.

We can help identify community resources for your family and caregivers and help you with any referrals that may be needed. We also offer educational resources to help inform you about medical, psychological and substance use conditions that can affect your overall health.

## How it Works

We use claims data to proactively identify members that we can help through our care management programs. Members may also be referred for care management through their physician or by contacting us directly.

When you are referred to our program, a member of our team will reach out to determine your medical, behavioral or social needs. Although the program is not mandatory and you do have the ability to opt-out, we encourage you to take advantage of this special program to manage your health and help reduce your health care costs.

Once you are enrolled into a program, a nurse or social worker will work with you to help you manage your health conditions and risk factors through regular phone calls and check-ins.

## Available Programs

Our Care and Disease Management Programs help with complex medical or behavioral health needs or those facing long-term health challenges like asthma, diabetes or heart disease.

### Behavioral Health

- Depression
- Mental Health
- Substance Use Disorder
- Social Case Management

### Complex Care Management Care Coordination

### Disease Management

- Asthma
- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Coronary Artery Disease
- Diabetes
- Hypertension
- High Risk Maternity

## Help is Only a Call Away

If you or any of your family members are interested in care management, help is only a call away. You can enroll by phone by calling our Care Management team today at the number below.

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