

Who will I talk to at Telligen?

As a program participant, you will partner with a Telligen Nurse Care Manager who understands your healthcare needs. The case manager will work with you and your physician to assist with reaching your health improvement goals. You can reach your nurse manager by dialing a toll-free phone number.

Confidentiality and Security of Your Medical Information

Maintaining the confidentiality and security of your medical information is important to Telligen and is required under the Health Insurance Portability and Accountability Act (HIPAA). Telligen adheres to all HIPAA requirements as well as other state and federal laws, to safeguard your information and comply with timing and notification requirements for the services we provide.

Telligen programs are provided by dedicated staff professionals providing personalized services with the greatest respect for your healthcare needs. We value the opportunity to assist you and believe the programs we provide are truly a benefit to the members we serve.



By participating in the program, you can expect that:

- You will be treated with respect
- You will receive accurate and useful information
- You will get help maximizing your benefit plan
- You will actively participate in your health improvement plan
- You may use physicians and healthcare providers of your choice
- You are encouraged to contact your Telligen nurse case manager/health coach regarding:
 - Program participation
 - Your health improvement
 - Medical questions

Information you receive is not a guarantee of benefits and does not replace seeing your physician. Please talk to your physician before making decisions that impact your health.

Questions?

1-877-654-1375 (Telligen)
1-800-922-6026 (The Fund)

Your Care Management Program



*Health Management
That Works
For You*

Program Details

There are challenges with having medical conditions affecting your daily life. Increasing medical risks and health deterioration can lead to disruptions and limitations in daily life. Copayments and deductions can add up, draining family finances at an already difficult time.

Connecticut Carpenter's health plan has partnered with Telligen to provide care management programs as part of your benefit plan. Each of these programs was developed to address persons with different levels of care needs and to get the most out of your benefit plan.

Case Management Program

This program addresses the needs of members experiencing catastrophic and acute events

- We work closely with your physicians, facilities, medical services and family members regarding care and treatment plans
- Ongoing monitoring and coordination with physicians and medical services as medical needs change

Transitional Care Program - *Medical and Behavioral Health*

This is a high touch case management program occurring for 30 days post hospitalization to prevent hospital readmission. This program is designed for high impact medical conditions, behavioral health and chemical dependency admissions. Telligen nurse case managers will reach out to members for an assessment, education and support, and promotion of the primary care relationship.

Oncology Case Management Program

This program offers management and support for members undergoing cancer treatments.

- The nurse case manager educates and supports the member and their family
- The nurse case manager collaborates with the member's physician to approve the medical necessity of the oncology treatment plan. This can include chemotherapy, radiation therapy or imaging scans such as; MRI, CT scans and PET scans.

Disease Management

Telligen health coaches empower members through education and support to manage their chronic conditions resulting in improved quality of life

- Asthma
- Cardiac (Coronary Heart Disease and Congestive Heart Failure)
- Chronic Obstructive Pulmonary Disease
- Diabetes

Emergency Room Reduction Program

This program offers education and support by a nurse case manager to members with high ER usage for potentially avoidable reasons. Cost effective alternatives are discussed for non emergent purposes as well as proper use of the emergency room.

How am I referred or selected for participation in Care Management programs?

Persons are referred to Case and Disease Management programs through the precertification program, claims review, physician referrals and self-referrals.

Is participation in the Case and Disease Management programs required?

Care Management programs are provided to you as a plan benefit. Participation is **highly recommended** as health improvement can only occur if you are a willing partner in your health improvement and treatment plan.

Will Telligen consult with my physician?

Your Telligen nurse case manager/health coach works closely with your physician to understand your healthcare needs and to coordinate your treatment and health improvement plan.

Questions?

1-877-654-1375 (Telligen)
1-800-922-6026 (The Fund)

