

Telligen provides the following services for Connecticut Carpenters members to help you better manage your health and enjoy a good quality of life. The programs include both Maternity Management and Condition Management for chronic diseases such as diabetes, coronary artery disease, congestive heart failure, asthma, chronic obstructive pulmonary disease and numerous other conditions and case management for the more serious acute episodes.

The best part? These are available to you at no additional cost.

Maternity Management

Intro

Having a baby is such a happy time and who doesn't want to learn all about what to expect during the pregnancy and provide a healthy start for their newborn? This program promotes good health for mother and baby with a dedicated nurse health coach providing education and support.



How the program works.

- An appointment is made for the nurse health coach to contact you. The health coach asks you a series of questions to identify any potential medical, environmental or lifestyle risk factors
- If risk factors are identified, we work with you and your physician to offer suggestions or recommended treatments
- You and your health coach set appointments for follow up calls

What are the benefits to program participation?

- A dedicated, experienced maternal health nurse available to you
- Educational resources and support throughout your pregnancy
- Wellness points
- Cash incentive

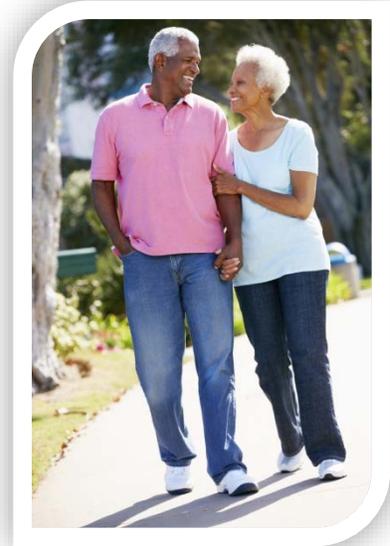
How do I participate?

Participation is easy! Call Telligen at the number on the back of your ID card (1-877-654-1375) and ask for maternity management.

Condition Management

Intro

Having chronic medical conditions is not always so easy to manage at times. You may know the right things to do, but incorporating those into your day to day life can be a challenge. That's why Telligen has a health coaching program to provide education and support to help you better manage your condition and improve your quality of life. Small, simple changes here and there in your diet or treatment plan may make all the difference in the world. Some common chronic medical conditions for the program include: Diabetes, Asthma, COPD, Congestive Heart Failure, Hypertension, and Coronary Artery Disease.



How the program works.

- Referrals to the program come from claims, physicians and members
- The engagement specialist answers basic questions and collects information such as best time and method to contact you
- An appointment is made for the nurse health coach to contact you
- The health coach will ask you a series of questions to identify any potential medical and lifestyle risk factors.
- If risk factors are identified, we work with you and your physician to offer suggestions or recommendations to help you manage your health concerns
- Your health coach is your advocate to determine your readiness to change and address any barriers

What are the benefits to program participation?

- Dedicated experienced health coach available to you
- Educational resources and support with implementing changes for improved health
- Wellness points

How do I participate?

Participation is easy! Call Telligen at the number on the back of your ID card (1-877-654-1375) and ask for condition management.

Case Management

Intro

Critical medical events or frequent readmissions to the hospital are stressful events to everyone involved. Telligen provides highly skilled nurse case managers to help you navigate the complex medical situations such as: obtaining medical services in the home, creating a safe discharge home from the hospital and finding the transplant center that provides the best outcomes. The nurse case manager is your advocate and coordinates your treatment plan.



How the program works.

- Referrals to the program come from precertification of services, physicians and members
- The nurse care manager will collaborate with the member, physician and treatment team
- The case manager will ask you a series of questions to identify any medical and lifestyle risk factors
- Together with the physician and you, the case manager will assist with the implementation of services such as home care or Durable Medical Equipment as needed
- Your dedicated nurse care manager is your advocate to uncover and help solve your medical needs to promote health improvements

What are the benefits to program participation?

- Dedicated experienced nurse care manager available to you
- Educational resources and support with coordination of services to promote improved health

How do I participate?

The Telligen nurse case manager will reach out to you or a family member - but you may also call Telligen at the number on the back of your ID card (1-877-654-1375) and ask for case management.

Care Transition Program

Intro

Telligen works together with the Connecticut Carpenters to provide healthcare assistance after discharged from the hospital. The focus of this assistance is you, and your return to good health. This service is provided free of charge and is an included benefit of your healthcare plan.

Transitional healthcare management is a proactive movement in healthcare to help individuals avoid readmission to the hospital after a health emergency. Research shows that 65% of patients are readmitted to the hospital in the first 15 days after coming home. With this service, you will be assigned a Registered Nurse Care Manager, who will discuss and assist you in reaching your health goals.

Components of the program include:

- Understanding your medication
- Understanding Red flags/ warning signs
- Use of Personal Health Record
- Promoting primary care physician follow up
- Additional interventions as special needs occur
- Nutritional guidance



How the program works.

- Referrals to the program come from precertification of inpatient services
- The nurse care manager will collaborate with the member while inpatient or shortly after discharge

- The nurse care manager will ask you a series of questions to identify any medical and lifestyle risk factors
- The nurse care manager will work with the member/family members and provider related to your goals for health improvement
- Your dedicated nurse care manager is your advocate to teach you and make small changes to meet your goals and prevent readmissions

What are the benefits to program participation?

- Dedicated experienced nurse care manager available to you to help prevent readmissions and answer your health questions
- Educational resources and support with coordination of services to promote improved health and self management

How do I participate?

The Telligen nurse case manager will reach out to you or a family member - but you call also Telligen at the number on the back of your ID card (1-877-654-1375) and ask for the care transition program.