



Health and Wellness Information

HEALTH COACHING

Community Health Options™ uses a whole person coaching model that supports Members on an entire range of health-related issues - from chronic conditions, associated co-morbid conditions, and preference-sensitive conditions, to symptom management for prevalent conditions, and general health information and support. Our coaches are available via phone at (855) 624-6463 or through our website www.healthoptions.org, at no cost to Members.

DISEASE MANAGEMENT PROGRAMS

Community Health Options supports providers' relationships with their patients. As an accredited Health Plan, we work to improve the health status of Members, with a particular focus on chronic conditions, and do so in a way that supports the Member-provider relationship.

The goal of Community Health Options' Disease Management is to prevent exacerbation and eliminate complications of disease using cost-effective, evidence-based practice guidelines and Member empowerment strategies such as self-management.

Community Health Options' 2015 targeted conditions are Diabetes and Hypertension, however, our program also provides support for Chronic Obstructive Pulmonary Disease, Coronary Artery Disease, Congestive Heart Failure, and Asthma.

Members identified for inclusion in Community Health Options' Disease Management program will be offered services consistent with their individual circumstances such as disease severity or comorbidities. Community Health Options' Disease Management program is offered to Members at no additional cost.

Members identified as having lower risk may receive targeted health information by e-mail or direct mail. The Member can choose to opt out of receiving information without any adverse impact on benefits. Members identified at higher risk may be contacted directly by a Community Health Options Care Manager or Care Navigator.

Participation in Disease Management is voluntary. The Member can choose to opt out of Community Health Options' Disease Management program at any time by contacting Member Services at (855) 624-6463 or by notifying the Community Health Options Care Manager/Navigator who is calling the Member.

24/7 Nurse Line

The 24/7 Nurse Line is a valuable health information service for Members. It is provided at no additional cost to Members and is staffed by licensed registered nurses who answer health-related questions. You can reach the 24/7 Nurse line at: (800) 571-8350.