



CARE COACH PROGRAM FAQ



Who is Answer Health, and what is Care Convene?

Answer Health is West Michigan's largest network of independent physicians, working collectively to improve the quality of care and reduce the cost of care for members, employers, and the community.

Care Convene is an integrated virtual telemedicine application that allows members access to a virtual self-management experience with the guided support of an Answer Health Nurse Care Manager.

What does a Nurse Care Coach do?

In partnership with each member, the care coach collaborates with a patient's care team, specialist providers, and family, to ensure the delivery of quality and cost-efficient health care. They assess, plan, implement, coordinate, monitor and evaluate all options and services with the goal of optimizing the member's health status and outcomes. Care coaches coordinate care across the continuum of care and help members/families follow their plan of care.

How will this service benefit me as a member?

Members will receive a more integrated approach to your healthcare, ensuring you receive support through self-management to improve your own health and referral to cost effective services when and where needed. Through building your awareness of your healthcare needs and the services available to assist them, care coaches will educate and empower you to better manage your own care.

Do I have to follow the recommendations of the Nurse Care Coach to receive my benefits?

While all Answer Health Care Coaches are highly trained nurses and work to ensure you receive the care you need, the choice is inevitably yours. If you do not agree with the direction or plan your care manager recommends, you are welcome to seek alternative options.

Why should I participate, and what should I expect from this program?

This is an employer sponsored benefit offered as a resource to members, providing access to an Answer Health Care Coach to support the care needs of members and their family. Members can expect support services provided by a licensed nurse care manager, with access via a mobile app (Care Convene), and telephonic outreach.

How do I access an Answer Health Nurse Care Manager?

Answer Health Care Coaches can be reached between the hours of 8:30am and 5:00pm Monday – Friday, by phone at (616) 552-1508, or, at any time a member can schedule a visit by downloading the CareConvene App, using provider code *answerhealth*, and selecting an available appointment.



aH ANSWER HEALTH®

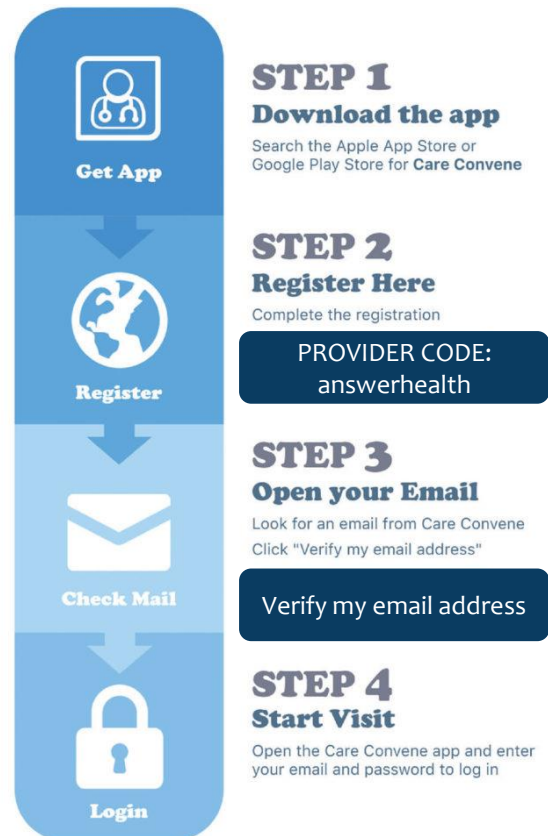
NURSE CARE COACH

ACTING AS YOUR PERSONAL
HEALTHCARE SUPPORT

Answer Health uses Care Convene to provide a secure, virtual visit platform that promotes patient self-management, choice, and self-advocacy. By using any smartphone with internet access, participating members can now access an Answer Health care coach from the Care Convene mobile app.

OUR SERVICES

- ❑ Nurse Care Coach
 - Helping you find a personal physician and establishing a care team for your personal health needs
 - Engaging you with a large network of Independent Physicians
 - Aides in identifying high quality, cost effective providers, and referral support
 - Ensures you are directed to the most appropriate, cost effective services, when and where needed
- ❑ Patient centered care through personalized resources and market leading innovation
- ❑ Care Convene mobile app for patient self-management, providing virtual access to care management through a smart phone or tablet
 - Virtual face-to-face communication with a nurse care manager
 - Personalized resources fit to meet your specific needs
 - Daily health assessments/reminders
 - Health journaling



Answer Health Care Coaches can be reached between the hours of 8:30am and 5:00pm Monday – Friday, by phone at (616) 552-1508, or, at any time a member can schedule a visit by downloading the CareConvene App, using provider code *answerhealth*, and selecting an available appointment. (Note: *AH Care Coaches do not prescribe medication.*)