

# Prepared for Care

We're here for you when you need care.

Harvard Pilgrim can help you in any situation, addressing your concerns and alleviating your fears. Confidential support is just a call or click away. We take our commitment to your health seriously, and offer you support through our **Prepared for Care** program.



You want to make **healthy changes** to improve your lifestyle



Your doctor says **you need surgery**



**You or someone you love** has been diagnosed with a chronic illness



You just found out **you're pregnant**

## Have a medical condition or need surgery?

The **Prepared for Care** nurse care manager helps our members in two important ways.

**Decision support** is appropriate for everyone who would like help in making decisions about upcoming care. Harvard Pilgrim's nurse care manager can help you:

- Understand your treatment options so you can participate more fully in decisions about your care
- Learn about and weigh what's important to you in making a decision
- Identify questions to ask your doctor
- Access easy-to-understand clinical information and resources
- Find relevant cost information

Decision support is available for a wide range of conditions including back pain, headaches, breast cancer and prostate cancer, as well as procedures including MRIs, prenatal tests and hysterectomies.

**Health advocate assistance** is most beneficial if you or a family member is coping with complicated medical conditions or chronic illnesses, such as multiple sclerosis, diabetes, chronic obstructive pulmonary disease, emphysema, congestive heart failure, cancer, arthritis or stroke. It's helpful if you need to undergo complex surgery such as a joint replacement or an organ transplant or could benefit

from rehabilitation, home care or the coordination of social services following a hospital stay. Nurses can also provide ongoing support if you have children who need functional aides or who have chronic illnesses such as cerebral palsy or muscular dystrophy.

Whatever support you may need, Harvard Pilgrim's nurse care manager will work with you, your primary care provider and other health resources to:

- Assess your health care needs
- Coordinate your health care services
- Develop a customized plan, where appropriate, that includes education and, if appropriate, disease prevention strategies
- Help you monitor your customized plan and/or your ongoing health care needs
- Help ensure you receive the highest quality care in a location and setting that is best for you



### Extra support at your fingertips

By downloading the **Harvard Pilgrim Health Care MyConnect** mobile app, you can connect with our clinical care team via secure messaging, keep track of medications and doctor's appointments, and access articles and videos about your personal health needs. **See page 2 for instructions on downloading the app.**

## Pregnant or considering pregnancy?

The Healthy Pregnancy Program helps you or a covered family member who:

- Is pregnant or considering pregnancy
- May need high-risk pregnancy care (e.g., difficulty conceiving, multiple births, history of complications, low birth-weight babies, etc.)

The program supports you from the time you consider becoming pregnant, through conception, pregnancy and following delivery. This includes assessing your health to identify areas for improvement and coordinating your care with other health care professionals.

In addition, as a Harvard Pilgrim member, you have access to Ovia Health™, a maternity and family health offering supporting reproductive health, pregnancy and parenthood.\*



**Ovia Fertility**  
Health & Fertility



**Ovia Pregnancy**  
Pregnancy & Postpartum



**Ovia Parenting**  
Family & Working Parents

## Want to make healthy changes?

You can take a voluntary and confidential health questionnaire. In this questionnaire, you can request a personal health coach, a registered nurse certified in lifestyle management coaching. Providing personalized support by phone, a health coach can work with you to identify realistic goals and explore healthier lifestyle opportunities. More specifically, a personal health coach can help you to focus on:

- Blood pressure control
- Weight management
- Exercise
- Cholesterol management
- Nutrition
- Back pain
- Smoking cessation
- Stress reduction and life balance

Through ongoing, one-on-one support, your personal health coach can help you to develop an achievable plan, provide guidance along the way and encourage you to reach personal goals.

## Meet your Prepared for Care nurse care manager



**Gail Zwink, RN, CCM**, is your Prepared for Care nurse care manager. Gail will use her clinical skill and understanding developed over 35 years in health care to help answer your questions and coordinate your health care needs. As a certified nurse care manager, she has worked in a variety of settings and has specific experience in care management, and medical-surgical and pediatric nursing.

### Just a call or click away



**Call:**  
**(888) 888-4742, ext. 39737,**  
**Monday-Friday from 8:30 a.m.–5 p.m.**



**Email:**  
**[requests\\_for\\_care\\_management@harvardpilgrim.org](mailto:requests_for_care_management@harvardpilgrim.org)**

If you leave a voice message or send an email before 4 p.m., Monday-Friday, a nurse care manager will reply within one business day.



#### Get started with Harvard Pilgrim MyConnect:

- To sign up, download the Harvard Pilgrim MyConnect app on your Apple or Android smartphone or tablet.
- Enter the access code **hpbetter**.
- Enter your Harvard Pilgrim member ID to complete the registration.
- Once you've registered, a clinical care team member will reach out to you.



#### Get started with Ovia Health:

Go to **[www.harvardpilgrim.org/familyhealth](http://www.harvardpilgrim.org/familyhealth)**.

\* Harvard Pilgrim Health Care does not specifically endorse or recommend, and makes no warranties expressed or implied, that communication with Ovia Health is a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your physician or qualified health provider with any questions concerning your medical or mental health condition.