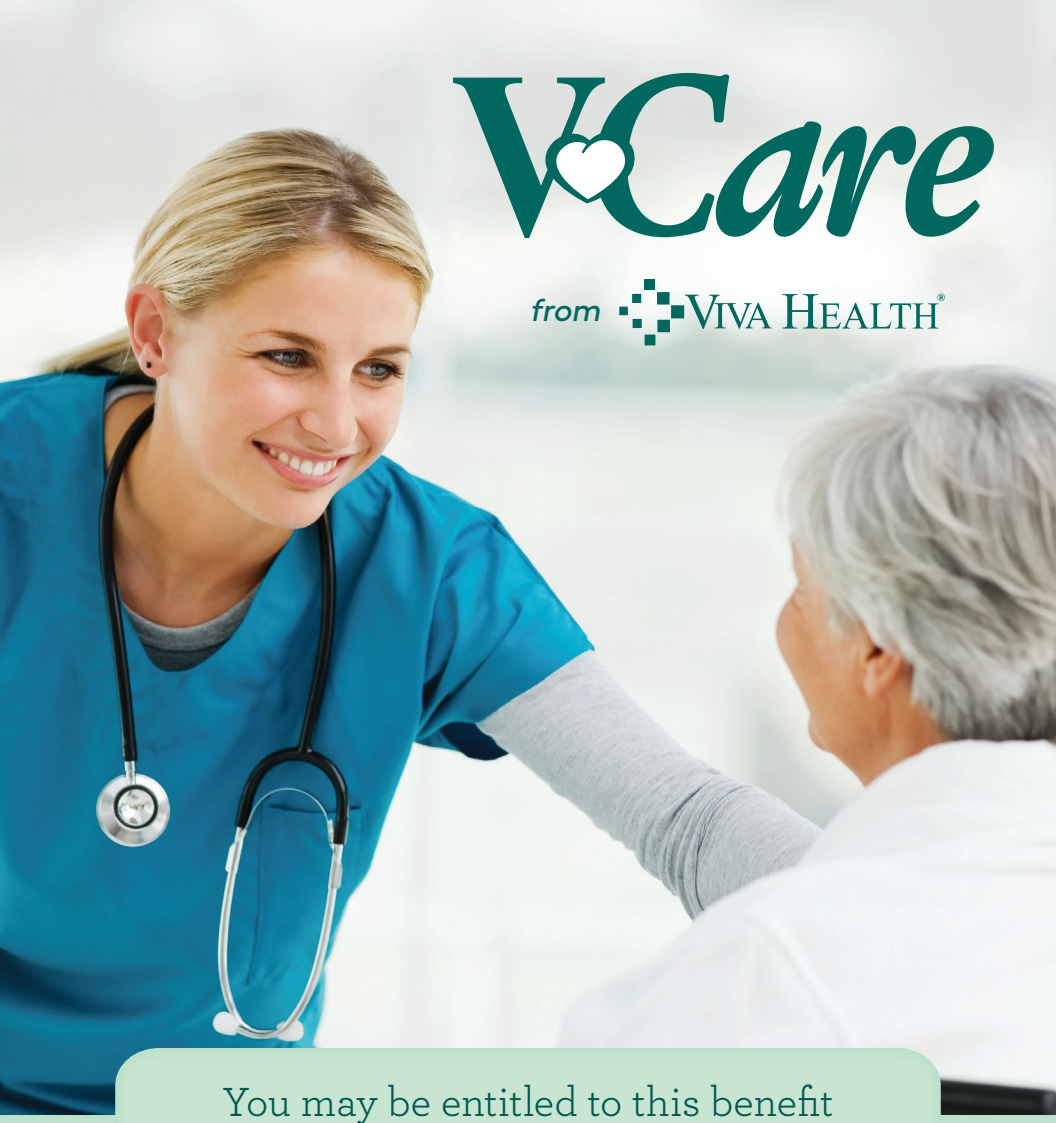




VCare

from  VIVA HEALTH®

You may be entitled to this benefit
at ***no additional cost.***

This program is available to all VIVA HEALTH
members and is part of your benefit package.

Learn more inside, or call toll-free

1-855-MY-V-CARE

1-855-698-2273 (TTY: 711) | Local: (205) 558-7660

www.VivaHealth.com



Specialized care
FOCUSED ON YOU

About **VCare**

VCare from VIVA HEALTH is a wellness program that works with your doctor to help you get stronger, more active, and more independent. It is offered to members who have specialized care management needs. This program is available to VIVA HEALTH members at no additional charge and is part of your benefit package.

The **VCare** Program provides your own nurse to make it easier for you to follow your doctor's prescribed plan of care, resulting in a healthier and more independent you.

Principles:

The Principles of **VCare** are:

1. Put members and their caregivers first.
2. Focus on proactive measures to keep you well.
3. Work with your doctor(s) to help you follow your doctor's plan of care.
4. Help you understand your medical condition, the medicine you are taking, and any other special needs you may have.



More about **VCare**:

VIVA HEALTH is committed to improving the overall health of our members. One way we do this is through our Care Management Program called **VCare**.

VCare is a wellness program designed to help members with complex and/or chronic conditions stay as healthy as possible. Our specially trained team looks for opportunities to help keep you well. Your nurse will guide you on your path to improve strength, stamina, and independence. Our staff consists of highly trained nurses, social workers, and care coordinators.

Members are enrolled in the program in a variety of ways. For example, you could be referred to the program after a hospitalization for a chronic illness or if your doctor tells us that you could use extra help managing your condition(s). Or, you may call and ask for assistance if needed.

Once enrolled in our program, one of our nurses will schedule a visit with you (and your family) in your home. The nurse will assess your specific health conditions and determine if your health issues qualify you for this completely voluntary (and free!) program. Your **VCare** nurse will then become your personal health care coach and supporter. Our goals are to work with you to better understand your health problems and keep you as active and healthy as possible by following your doctor's plan of care. We work with your doctor to help make sure you get the care you need. We can also help you get an appointment quickly if you start feeling bad and coordinate treatment with specialists you may be seeing.

We at **VCare are dedicated to helping you be as active and healthy as possible.**

Ways **VCare** CAN HELP

Problem:

You are sent home from the hospital with a new diagnosis and new medicines. Doctors you saw before you went to the hospital told you to take different medicines. All of this is leading to a lot of confusion and worry on your part.

VCare's Answer:

A **VCare** nurse will come to your home and look at every medicine you are taking. She will talk it over with your doctor if something doesn't look right. She will work with you to make sure you understand how to take each medicine and what it is for. Your nurse will also help you understand the side effects and any problems you may be having with the medicine.

Problem:

You are just beginning to not feel well and don't want to bother your doctor, but you are not sure what is going on.

VCare's Answer:

Your **VCare** nurse is just a toll-free phone call away and can help you decide what your next step should be. She can help get you an urgent sick visit or perhaps call the doctor for you to report what is going on.

Help:
when, where,
& how you need it

Problem:

You go to the doctor and leave the office not completely understanding what you are supposed to be doing for your chronic condition such as diabetes or a heart problem.

VCare's Answer:

Your **VCare** nurse can meet you at the doctor's office for a joint visit to help you fully understand what it is your doctor has planned for you. She will work with you in the comfort of your home to teach you about your doctor's plan of care. You can then feel confident that you are following your doctor's orders!

With VCare, you'll get:



Help from your
own nurse



VCare
Support Team



Plan communication
with your physician



All for NO
additional cost!

Specialized care
FOCUSED ON YOU



from  VIVA HEALTH®

Questions about VCAre?

If you have any questions about the **VCAre** program,
please contact us at the number below.

Our care coordinators are available
for you from 8am to 5pm, Monday - Friday.

1-855-MY-V-CARE

1-855-698-2273 (TTY: 711) | Local: (205) 558-7660

www.VivaHealth.com

VIVA MEDICARE is an HMO plan with a Medicare contract and a contract with the Alabama Medicaid Agency. Enrollment in VIVA MEDICARE depends on contract renewal. VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-633-1542. 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務. 請致電 1-800-633-1542. H0154_mcdoc2116A_C_09/20/2018 VM-52000023