

# MeridianHealth's Care Coordination Program

If you have many health issues, handling your care can be a stressful part of your daily life. MeridianHealth's (Meridian) Care Coordination program can help make your day-to-day life simpler.

## What is Care Coordination?

Care Coordination is a program that focuses on you and your health needs. You will have your own Care Coordinator who will become the main person you talk with at Meridian. Your Care Coordinator will help you:

- Make a plan of care to meet your healthcare goals
- Take control of your health issues
- Talk about any questions or concerns you have
- Connect with aid and support in your community
- Know your health plan benefits with Meridian

## What is the goal of Care Coordination?

- To offer personal care for you and help you have a better quality of life

## What is the "team" approach?

Meridian's Care Coordination program works as a team. Each team is made up of a Care Coordinator, a Nurse or Social Worker Team Lead, and consultants from other specialties like Nutrition, Behavioral Health, and Pharmacy. These teams meet daily to look at cases like yours. If you go into the hospital, the nurse or social worker will take over and watch your case until after you go home from the hospital. The consultants from Pharmacy, Nutrition and Behavioral Health will make sure any issues you have related to those specialties are resolved. A Meridian Medical Director oversees each team to make sure you get the most out of your health care.

## What types of Care Coordination are there?

Meridian offers these types of Care Coordination:

- **Maternity:** Works with pregnant members to make sure they get care before and after birth
- **Medical:** Works with members with heart disease, diabetes, asthma, COPD and other long-term health issues
- **High ER:** Works with members who need help finding providers instead of using the emergency room for care
- **Children with Special Needs:** Works with members who can get Children's Special Health Care Services (CSHCS)
- **Behavioral Health:** Helps members get behavioral healthcare like therapy and substance abuse services
- **Medicare:** All members that have their Medicare with Meridian are automatically assigned to a Care Coordinator

If you feel you need more help than our Care Coordination program offers due to having more complex health needs, please call us to find out about our Complex Case Management program.

## Want to learn more?

Call your Care Coordinator with any questions. If you don't know who your Care Coordinator is or don't think you have one but think you qualify for the program, call the Member Services department at 888-437-0606.

Both the Care Coordination and Complex Case Management programs are available to you free of charge. You may choose to participate in or leave these programs at any time.

