

## CARDIAC CARE

# Cardiac Health Management Program



Unison Health Plan would like to make sure members with hypertension (HTN), coronary artery disease (CAD) or congestive heart failure (CHF) receive education and help managing their disease. The Cardiac Health Management program does just this.

### FACTS

The Cardiac Health Management program helps members with their heart and vascular disease. Whether you have hypertension alone or in combination with coronary artery disease and congestive heart failure, the program is available to assist our members. The Cardiac Health Management program has helped many members since it began in 2006. Heart disease is the #1 cause of death in the United States<sup>1</sup>. It can lead to kidney disease, stroke and lung complications.

### HOW DOES THE PROGRAM WORK?

The program helps members improve their health by educating them on their condition. The care managers works with your doctor on identified issues to help improve your health. Care managers coordinate Unison services and help members follow their doctors' treatment plans.

The program separates members into certain levels of care. Members can ask for Care Management services no matter their cardiac

level. The difference between the levels is how often you are contacted. This can be either by mailings or phone calls from a nurse care manager. The care managers will review your condition and how it affects your life. They will make the program fit your health needs.

### HOW DOES MY DOCTOR KNOW HOW I AM DOING?

Every 3 months your primary care provider (PCP) gets a list of their Unison members who are identified with a cardiac condition. It includes a summary on how well you are doing. Doctors who have members in Care Management also get a letter telling them that their members are enrolled.

### WHAT SHOULD I DO IF I HAVE AN EMERGENCY CONDITION?

You can still get services 24 hours a day, 7 days a week for an emergency. You should go to the nearest emergency room or 24-hour care center. If you need emergency transportation, contact your local emergency service. You will need to

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call your PCP and Unison Health Plan as soon as the emergency is under control. If you have any questions, we will be happy to help you.

### HOW DO I JOIN?

When your doctor tells us what services you received, we use that information to identify members with cardiac conditions. Your doctor can also call and request that we help you. Also, any member with hypertension, coronary artery disease or congestive heart failure can call Member Services to join the program.

### WHAT IF I DON'T WANT TO BE IN THE PROGRAM?

You don't have to join the program if you don't want to. All members that are identified as having a cardiac condition are eligible for the Cardiac Health Management program.

Any member who does not wish to be in the program can contact Unison Health Plan in writing and ask to be removed. This is known as "opting out". The same process works for Care Management services.

### CONTACT OPT OUT INFORMATION

If you do not want to join the Cardiac Health Management program, you can tell us by writing to:

**Integrated Care Management  
Unison Administrative Services  
1001 Brinton Road  
Pittsburgh, PA 15221**

<sup>1</sup> <http://www.cdc.gov/nchs/products/pubs/pubd/hestats/prelimdeaths04/preliminarydeaths04.htm>



**FOR MORE INFORMATION** about cardiac health, call Care Management 1.800.414.6641 (TTY: 1.800.473.0989).

This managed health care plan may not cover all your health care expenses. Read your contract and/or member handbook carefully to determine which health care services are covered. If you need help reading this information, please call Unison at 1.800.414.9025. The information in this notice is available in other languages and formats by calling Member Services at 1.800.414.9025 (hearing-impaired: 711).

For more information, we are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. and Wednesday 8 a.m. to 8 p.m. You can reach us at 1.800.414.9025 (hearing-impaired: 711). La información de este aviso está disponible en otros idiomas y formatos si llama a Servicios para Miembros al 1.800.414.9025 (711 para las personas con deficiencias auditivas). Si necesita ayuda para traducir esta información, por favor comuníquese con el departamento de Servicios a Miembros del Unison al 1.800.414.9025 (711 para las personas con deficiencias auditivas).

ព័ត៌មាននេះមានសម្រាប់ប្រើប្រាស់សម្រាប់: មានជូនជាភាសាផ្សេងទៀត និងក្នុងទម្រង់ដទៃទៀត តាមរយៈការទូរស័ព្ទទៅខាងសេវាសមាជិករបស់យើង 1.800.414.9025 (ចំពោះអ្នកមានបញ្ហាខាងការសំឡេង: 711)។

此通知里的信息有其它语言及格式, 请致电 1.800.414.9025 (听力有障碍人员请转分机 711) 联系会员服务处索取。

Информацию, содержащуюся в данном извещении, можно получить на других языках и в иных форматах по телефону отдела обслуживания участников: 1.800.414.9025 (для лиц с нарушением слуха: 711).

Thông tin trong thông báo này có sẵn bằng các định dạng và thứ tiếng khác bằng cách gọi Dịch Vụ Thành Viên theo số 1.800.414.9025 (người khiếm thính: 711).