



Care  Me  
from VIVA HEALTH<sup>®</sup>  
baptisthealth

a joint wellness program from  
VIVA MEDICARE and Baptist Health

**1-888-245-2770**

*TTY Users Call 711  
Monday - Friday  
8 a.m. - 5 p.m.*

# INTRODUCING **Care 4 Me**

VIVA MEDICARE and Baptist Health are committed to improving the overall health of VIVA MEDICARE *Me* members and have worked together on a new Care Management Program called **Care 4 Me**. **Care 4 Me** is a wellness program designed to help members with complex and/or chronic conditions stay as healthy as possible. A specially trained team will look for opportunities to help keep you well. Your dedicated team member will help guide you on your path to improved strength, stamina, and independence.

## WAYS **CARE 4 ME** CAN HELP

*The **Care 4 Me** program is not designed to be for all members of VIVA MEDICARE *Me*. Only those with specialized care management needs. If you think you may be a candidate for the program, talk to your doctor first.*

*As a **Care 4 Me** member, here are just some of the ways the program can help you.*

### **PROBLEM:**

*You are sent home from the hospital with a new diagnosis and new medicines. The new medicines are different from your old medicines. This is leading to a lot of confusion and worry on your part. In addition, your doctor would like you to get some additional education and support.*

### **CARE 4 ME'S ANSWER:**

A Health Coach will contact you by phone to help you better understand your new diagnosis and medicine. If they determine additional support and education is needed, a VIVA *Me* Care team member will come to your home and check every medicine you are taking. They will discuss it with your doctor if something doesn't look right. They will work with you to make sure you

## ABOUT **CARE 4 ME**

**Care 4 Me**, new from VIVA MEDICARE and Baptist Health, is a joint program that works with your doctor to help you get stronger, more active, and more independent. A discussion needs to take place with your physician to see if you are a good fit for this program. It is offered to members of

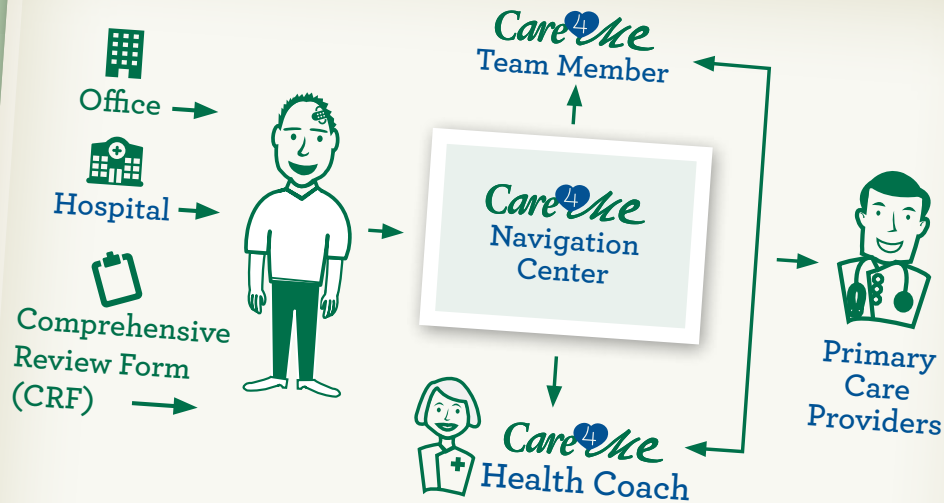
VIVA MEDICARE *Me* who have **specialized care management needs**. This program is part of the benefit package and available to **qualifying** members at no additional charge. The **Care 4 Me** Program provides you with your own team member to help you follow your doctor's plan of care.

## THE PRINCIPLES OF **CARE 4 ME** ARE:

1. Put patients and families first.
2. Focus on proactive measures to keep you healthy.
3. Work with your doctor(s) to help you follow your doctor's plan of care.
4. Help you understand your medical condition, medicine, and any special diet your condition needs.

## HOW CARE 4 ME WORKS

The Health Coaches with Baptist Health will serve as the facilitators for **Care 4 Me**. Their role is to help coordinate care between your office visits. Health Coaches are Registered Nurses with extensive experience in acute care, medical/surgical, and case management. They will work with you by providing education and direction to resources assisting in care coordination while complementing your doctor's plan of care.



understand how to take each medicine, why you are taking the medicine, and help you understand any side effects.

### PROBLEM:

*You are starting to not feel well, and you are not sure what is going on.*

### CARE 4 ME'S ANSWER:

When it comes to your health, there are few things more important than your relationship with your doctor(s). When you start to feel bad we want you to call your doctor immediately. Your dedicated team member can then help you understand the doctor's plan of care once you get home.

### PROBLEM:

*Have you ever gone to the doctor and left the office confused about what you are supposed to do about your medical condition?*

### CARE 4 ME'S ANSWER:

Your VIVA Me Care team member can meet you at the doctor's office for a joint visit to help you fully understand your plan of care. They can also work with you in the comfort of your home to teach you about your plan of care. Then, you can feel confident that you are following your doctor's orders!

If your care is complex, the Health Coaches may refer you to the VIVA MEDICARE Care Management team.

The VIVA MEDICARE staff consists of highly trained Nurse Practitioners, Registered Nurses, Licensed Practical Nurses, Social Workers, and Care Coordinators. The care coordinators are based in the VIVA MEDICARE office and conduct calls to **Care 4 Me** program members. Based on these calls, the nurses and social workers will arrange a visit when necessary.

Members are selected for the program in a variety of ways. For example, a recent hospitalization for a chronic illness or your doctor identifying the need for additional care management could qualify you for the program.

Once identified as a candidate, one of our team members will schedule a visit with you (and your family) in your home. Your **Care 4 Me** team member will assess your health condition(s), determine if your health qualifies you for the program, and then they will become your personal health 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 **Care 4 Me** are dedicated to helping you be as active and healthy as possible.



## QUESTIONS ABOUT **CARE 4 ME?**

*If you have any questions about the **Care 4 Me** program, please contact us at the number below.*

The Health Coaches are available for you from 9 am to 5 pm Monday - Friday. **For calls after hours, our answering service will have our on-call staff return your call as soon as possible.**

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