



Our Clinical Team is Here for You

Always Ready to Help

Health, Wellness, Prevention, Risk Reduction

At THP, we have staff and resources available to help you meet your goals for personal wellness and achieve optimum health through routine screenings. Our health library has:

- Interactive tools
- Quick Search Topics
- Symptom Checker
- A to Z Health topics and a key word search to help you locate the information you need

You will receive targeted email campaigns monthly to provide education and easy to follow instructions to you and your family about specific risks and available covered screenings. Topics cover a wide variety of themes and include topics for men, women, and children.

We additionally have an interactive approach to health risk assessment that allows you to take a private screening to determine your risks related to medical and behavioral conditions, functional status and social determinants of health by phone, mail or email. Your results are kept private and are used to determine your eligibility for programs that are free to members and described below.

The online Health library can be found at <https://www.healthplan.org/for-you-and-family/health-wellness/health-library-1>.

If you are interested in taking a health risk assessment, please call us at [1.800.624.6961](tel:1.800.624.6961), ext. 7644 from Monday through Friday 8 am to 5 pm EST or email us at ASO_HRAReturns@healthplan.org.

Chronic Disease Management



If you are living with diabetes, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease and depression, you don't have to go through it alone. THP has a team of nurses who are here for you. They can provide you with educational materials, telephone calls and guidance. Nurses can help you better understand your condition, manage your symptoms and follow your health care providers plan of care.

To enroll in a Chronic Disease Management Program, please call [1.877.903.7504](tel:1.877.903.7504) Monday through Friday from 8 am to 5 pm EST. Or you can enroll online at [healthplan.org/disease-management-form](https://www.healthplan.org/disease-management-form). Members with diabetes, cardiac conditions (CAD, CHF) and respiratory conditions (COPD or asthma) with or without associated depression are eligible for these programs.

1.800.624.6961
healthplan.org

Pregnancy Care



Members who are pregnant or are planning a pregnancy are eligible to enroll in this program. If you are pregnant or planning a pregnancy, we have a dedicated team of nurses who are here to help you. They can contact you by phone, email or mail. They can also give information through our secure portal. They can help with:

- Information and direction to assist with family planning and birth control
- What to expect during each trimester
- How to support a healthy pregnancy and full-term delivery
- Post-partum support
- Newborn care resources and developmental information to help you know what to expect during your baby's first year of life
- Screenings for at-risk conditions that may occur during pregnancy
- Customized care planning and coordination of care with your health care providers

If you would like more information on this program, please call **1.800.624.6961, ext. 7644** Monday through Friday from 8 am to 5 pm or complete the online enrollment form at healthplan.org/pregnancy-enrollment-form.

Medical/Behavioral Health Case Management



Are you having trouble navigating the health care system to get the help you or your minor child need? A nurse case manager is available to help you with medical, substance use or behavioral health care issues or conditions. Members also have access to tools and services in your community that may additionally be able to assist with local resources outside of your benefit package such as food resources and housing supports available through community-based organizations.

Our nurses will work with you and your health care providers to customize a plan of care that will

- Help you understand your disease or condition
- Manage or control your symptoms
- Follow your prescribed medication regimen
- Remove or overcome any barriers to care
- Help you take control of your health and live your best life

Information can be provided by phone, mail, secure email or in the secure member portal. To enroll in a case management program, please call **1.800.624.6961, ext. 7644** Monday through Friday from 8 am to 5 pm. You can also complete the online enrollment form at healthplan.org/for-you-and-family/forms/member-case-management. All members are eligible for case management services. Risk levels are taken into consideration for assignment to complex case management.

 **The Health Plan**



Talk to a Nurse:

The nurse information line provides members with access to a THP nurse 24 hours a day, 7 days a week. The nurse information line is available to help support access to urgent and emergent care after hours.

Contact the nurse information line by calling **1.866.NURSEHP (1.866.687.7347)**.

Or fill out the online form healthplan.org/for-you-and-family/get-care/talk-nurse.

Please note it may be up to 24 hours before you receive a response when you submit the online form.


1.800.624.6961
healthplan.org