

Condition/Disease Guidance

This program is an ongoing process that involves guidance to help Members with a designated chronic illnesses or conditions to achieve optimum health status. Our predictive modeling tool analyzes claims and other pertinent data to identify Members with existing conditions, predict future risks, and to identify current risk level. Those determined to be of medium to high risk are assigned a dedicated health coach, who provides education and guides the Member to identify personal goals and to develop his/her own plan for self-management.

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Our conditional guidance program employs a behavioral health approach to identify and address psychosocial issues first and then guide the Members, as they demonstrate a readiness to change, to make the behavior modifications necessary to achieve their goals and to improve their health.

The depression management program is available for all product lines.

This program is available to commercial Members age 18 or above with one or more of the following conditions:

Asthma

Chronic Back Pain

Chronic Kidney Disease

Chronic Obstructive Lung Disease (COPD)

Cognitive Impairment

Congestive Heart Failure

Coronary Artery Disease (CAD)

Crohn's Disease

Depression

Diabetes

Epilepsy/Seizures

HIV/AIDS

Hypertension

Migraines

Multiple Sclerosis (MS)

Obesity

Osteoarthritis

Parkinson's Disease

Post Traumatic Stress

Rheumatoid Arthritis

Ulcerative Colitis

Referrals may be requested by calling 1-800-406-8607 Monday through Saturday from 8:00 AM – 8:00 PM.