



Scott & White
HEALTH PLAN



INSURANCE COMPANY OF
Scott & White



Scott & White
CARE PLANS

Part of
Baylor Scott & White HEALTH

July 2021

Employer News: Enhancement in Disease Management

We know the health of your employees is essential to your organization. Today we're pleased to announce the enhancement of our Disease Management program for members with chronic illnesses.

Disease Management

Effective July 1, 2021, Scott and White Health Plan is enhancing its Disease Management program with a collaborative experience for our members with chronic illnesses. Disease management was previously performed by a trusted vendor partner, Health Dialog, but now will be managed by a team of clinical experts within the Baylor Scott & White Health system's Comprehensive Care Management department.

Members with chronic conditions such as asthma, diabetes, COPD, heart disease and more will benefit from care that is coordinated with their health plan and integrated seamlessly with their Baylor Scott & White Health and other healthcare providers. Through our relationship with Baylor Scott & White Health, we offer members personalized assistance with the following activities:

- **Healthcare needs:** Members will have access to a care team of nurses, social workers, health coordinators, and pharmacists to help them get the care they need, when they need it. We will also connect members to the appropriate type of care, whether primary care doctor, specialist, hospital or pharmacy.
- **Appointment scheduling:** We can help members schedule appointments and guide them to the right kind of care when they need it.
- **One-on-one guidance:** Members may be contacted by a nurse care manager who will call them between doctor visits or hospital stays to make sure they understand their care instructions and medications.

This week, we're notifying members of the transition to the new program. Members who are currently enrolled in Disease Management will receive an email announcement (or a mailed letter if they do not have an email address on record). To view the member announcement, [click here](#).

Additionally, we'll follow up with individual members through a phone call in July. Members can also reach the Comprehensive Care Management team directly at **844.279.7589**.

If you have questions about our Disease Management program, please contact your client management representative.

Be safe and well,

Scott and White Health Plan