

**Chad.Beyler**

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**From:** FirstCarolinaCare Insurance Company <reply@email.healthalliance.org>  
**Sent:** Monday, April 18, 2022 2:52 PM  
**To:** Heather.Roark  
**Subject:** [Test]:Making the Most of Your Benefits: Sign up for our care coordination program.

**First** CarolinaCare  
INSURANCE COMPANY



## Making the Most of Your Benefits

As your trusted health plan, we care deeply about the well-being of you and your family. Each month, we'll send you information to help you get the most out of your plan's benefits. We want to make sure you know all the tools we give you to stay on top of your health, save money and more.

**Sign up for free care coordination.**

Did you know your plan offers one-on-one help, just for you, to help you stay healthy and navigate the complicated world of healthcare? **Care coordination** is a great program we created to help give you the care and support you need. Best of all, it's free – a built-in part of your health plan, simply waiting for you to use. All you have to do is call the Customer Service/Benefit Questions number on the back of your member ID card and sign up. Here's the basics about the program – and how it can help you live your healthiest life.\*

- Our care coordination program pairs you with an expert who'll help you stay healthy, work through your unique medical issues, navigate the world of healthcare and more.
- This expert becomes your go-to person to help you manage your appointments, medications and specific health conditions. They answer your questions and help you get the most from your coverage and care.
- They work with your doctor – and with nurses, pharmacists, dietitians, health coaches, social workers and others – to line up your healthcare visits, referrals, prior authorizations, education and more.
- It's perfect for anyone who'd like to speak to a dietitian, wants to quit smoking, needs help understanding a recent diagnosis and much more. Your care coordination team will help you achieve your health and wellness goals – or help get you back on track.

### **Want to learn more?**

Check out these short videos to discover more about care coordination. These are some of the services – depending on your own unique healthcare needs – that care coordination can include:

- [Care Coordination.](#)
- [Health Coaching.](#)
- [Specialty Care Coordination.](#)
- [Behavioral Health Care Coordination.](#)

If you have any questions, simply give us a call at the Customer Service/Benefit Questions number on the back of your ID card. We're proud to offer you this great one-on-one program – and many other programs, perks and benefits – as we help you lead your healthiest life. Thank you for trusting us as your partner in wellness.

*\*Our care coordination program is not a replacement for care from your doctors, nurses or other healthcare providers. It's extra help to help you stay healthy. You still need to see your regular doctors and healthcare providers for your usual appointments and care.*

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