



Support for your patients from their health plan

You know the best care for your patients. We're here to reinforce that care between visits.

Participants in our services report greater than 95 percent overall satisfaction with the support they receive from HealthPartners.

Support for our members

Our experienced care navigators take each member's unique preferences, health status, language and cultural background into account when offering one-on-one support.

An important strength of our approach is helping members understand and maximize their health plan benefits. Our medical management team works closely with Member Services to ensure members understand their coverage, network structure and potential costs in relation to their health needs.

Services we offer

HealthPartners offers telephonic support for members of all ages who use high-cost services, have multiple

health issues, have deteriorating health, or are at-risk for a hospitalization in the next six to 12 months.

These include:

- Medical disease management (asthma, COPD, CAD, heart failure, diabetes, cancer, rare diseases)
- Complex case management (multiple conditions)
- High risk pregnancy support
- Behavioral health case management
- Medication therapy management (4+ medications)
- Tobacco cessation
- Adult obesity counseling

To learn more about these programs and who would benefit from them, visit healthpartners.com/provider-public/disease-and-case-management.

How it works

HealthPartners case management nurses, pharmacists, and behavioral health clinicians work with members between clinic visits to provide complementary support to reinforce provider-established care plans. This includes educating, motivating and engaging them in being activated participants in their own care.

We make referrals simple and easy. Use any of the following options:

- Online: healthpartners.com/patientsupport complete and submit form online
- Email: hpconnectreferrals@healthpartners.com include patient name, DOB and reason for referral
- Phone: **1-800-871-9243** leave a voicemail on this confidential line if the call is not immediately answered

If you tell your patient that you're referring them, it increases the likelihood that they'll actively engage in our service.

What to expect

We take a team approach to care coordination – one that keeps your patient at the center.

When you refer a patient, our nurses, pharmacists, or behavioral health clinicians will:

- Reach out to your patient to provide individualized support toward the improved management of their health condition(s).
- Provide you with periodic updates regarding your patient's progress toward goals, barriers, and completion of program.
- Work closely with our Member Services team to ensure your patient understand their benefits, network, and address financial concerns or barriers to care.
- Communicate with you through your electronic medical record or by telephone to understand how we can best support your plan of care.

If we proactively identify a patient of yours who might benefit from these services, we'll also reach out to you as we try to engage the member.

For more information

Find more information on these and other programs at healthpartners.com/provider-public/disease-and-case-management.

