



# Care Coordination Program

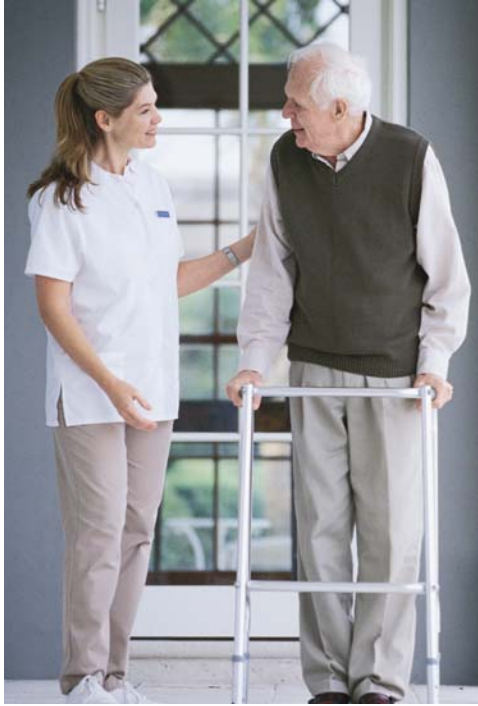
**Trillium Community Health Plan**

## **How Trillium's Care Coordination Program Works For You**

The goal of the Trillium Care Coordination program is to find the right way to meet both your specific health needs and to also address non-medical needs that impact your ability to be well.

We want to know what is important **TO** you so that together we can work on what is important **FOR** you. Your desires are very important in deciding what will work for you.

Your first contact with our Care Coordination staff will be within 90 days after your enrollment onto Trillium. We contact you by telephone and do a brief assessment of your health and medical conditions, the kinds of services you currently need, the medications you use, and document of any additional resources you might need to navigate through the healthcare system.



## **Service, Care and Resources**

**As a Trillium member, you are assigned your own Nurse Care Coordinator who will be your resource for many kinds of things. You will know how to reach them and you will decide together what you want that relationship to be about.**

**If you have a caregiver, your Nurse Care Coordinator will work with you and your caregiver. Every Trillium member has a Nurse Care Coordinator to assist them.**

**Your Care Coordinator has the support of the Trillium Medical Social Worker, as well as Trillium medical staff and all other support staff who need to be there at specific times, for you.**

**While we offer in-depth health management programs to assist you in managing diabetes, COPD and tobacco cessation, we also work with you to set up a plan that works on medication management, finding the right social resources for care and support including caregiver resources. We also make sure that you know how to best use your Trillium transportation benefit. All of these services are covered by Trillium.**

## **Your Nurse Care Coordinator will:**

- **Work with your provider office**
- **Make sure all the small pieces are working well for you after a hospitalization or skilled nursing facility stay**
- **Help with education and understanding**
- **Help you problem solve in many ways in the complex health care world.**

**Care Coordination staff also work with your primary care provider to coordinate your care and services.**

**We work with you to prepare you to get the most from each office visit and support you in reaching the health goals you set with your provider.**



**We want to be sure we understand your cultural and language needs as well as your preferences or limitations.**

**We look forward to meeting you!**



Community Health Plan®

*It's beautiful what we cover*

**541-431-1950**

**Toll Free: 800-910-3906**

**Toll Free TTY: 866-279-9750**

**8:00 am to 8:00 pm, 7 days a week**

**Trillium Community Health Plan**

**UO Riverfront Research Park**

**1800 Millrace Drive**

**Eugene, OR 97403**

**[www.trilliumchp.com](http://www.trilliumchp.com)**

**Trillium Community Health Plan is a Health Plan with a Medicare Contract.**

**H2174\_AD166 File & Use 01/03/2011**