

**"Guidance, support  
and a personal  
connection put  
me on a path to  
better health."**



Harvard Pilgrim's  
Care Management Services

In partnership with Benevera Health

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The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.

# What is care management?

Health care can be complicated. For our members dealing with serious health concerns, it can be overwhelming. That's why Harvard Pilgrim offers additional support to members coping with complex issues affecting their health: chronic conditions like diabetes, multiple diagnoses or social and financial challenges.

In partnership with Benevera Health, we are here to help you get better. Through our Care Management program, we get to know you and earn your trust. We take the time to understand what you need to improve your health – or help figure it out if you don't know. As your trusted advocate, we're also here to help you effectively address life circumstances that can be obstacles to getting you the best of care: lack of community support, family concerns, lack of transportation, or financial constraints, for example.



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## “Whole Person, In Person™” Care

To us, helping patients get better involves much more than medical treatment.

**Our “Whole Person, In Person™” approach means that we get to know you and help you with all the factors that affect your well-being.**



Benevera Health's care team includes nurses, social workers, community health workers and a pharmacist. They live and work throughout New Hampshire and can connect with you in any way you'd like – over the phone or in person. They know your community, your providers and can meet you at your doctors office, at the pharmacy, at home or wherever else that's convenient.

# Meet Richard and Elizabeth\*

Richard is a patient who has diabetes, high blood pressure, high cholesterol, chronic back pain and depression. Unsteady on his feet and prone to falls, he has been in and out of the emergency room, hospital and rehabilitation center.

A Benevera Health nurse spoke with Richard and with his wife, Elizabeth, after Richard's most recent hospital stay. Elizabeth is her husband's primary caregiver and has been increasingly stressed with Richard's worsening health.

The couple agreed to have the Benevera Health team visit them at home. Our nurse focused on Richard's health and found ways to improve his safety around the home to prevent future falls. Our pharmacist sifted through a gym bag of medications that Richard accumulated over the years; she created a planner to help him take the correct pills and doses.

And our social worker helped Elizabeth seek therapy to help her cope with and adapt to Richard's changing needs.

Since our team started working with them, Richard is taking his medications and going to his appointments. He understands his conditions and symptoms better, and he hasn't returned to the hospital or emergency room. Elizabeth has been getting the support and relief she needs, as well. Best of all, they have been able to meet their ultimate goal of staying together in their own home.

**When you work with Benevera Health, you gain an advocate and a trusted ally.**

## What can we do for you?

Our Care Managers support members in many ways, all along their unique journey as their health needs change and evolve. We help our members:



**Better understand a new diagnosis or changing symptoms**



**Find ways to afford life-saving medications, copayments, housing, transportation and more**



**Make sense of medications**



**Prepare for upcoming appointments**



**See how their plan coverage works to get the most out of their benefits**



**Find a ride to an appointment**

### Did you know?

**We also provide much-needed support to caregivers and family**

As a Harvard Pilgrim member, you may be eligible for our care management services.

Eligibility for our free care management services is based on individual members' unique health profiles.

\* This is an actual member experience to help illustrate how Benevera may be of help to you. It is shared with the permission of the members with only the names changed to ensure their privacy.

# Depending on your health history, you may be hearing from Benevera Health.

If so, be sure to pick up the phone so we can get started on your path to better health!



benevera  health

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