As a member of our program, we hope you will:

- Follow the care plan we design with you
- Provide us with the information we need to help you
- Tell us and your doctor if you do not want to be in our program

You have the right to:

- Know about our program and the services we offer
- Know the name of the program nurse or other staff who help with your care
- Share in making choices about your health
- Be treated in a kind way
- Ask for a new nurse team or speak to a manager at any time
- Have your personal and health information stay private and safe
- Know what we do to keep your information private and who can see it
- Decide not to be in our program
- Know about your health, your disease and your treatment options and discuss all options with your doctors
- Get information that is right and easy to read
- Know how we work with your health plan
- Know when we are open each day and the background of our staff
- Tell us what you like about our program at any time
- Complain about our program in writing and get a response in 15 working days

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Dedicated, specially trained nurses

The AccordantCare program for complex conditions is included in your benefit plan. You will have a dedicated nurse who has expertise in your condition and who will give you one-on-one support. You can contact your care team at any time of the day by phone or online.

The support you need to manage your health

Our specially trained on-call nurses are available to help you by phone or online any time, day or night. All to get you the personalized care you need for a total approach to your health and wellness. They are ready to:

- Help you understand your treatment plan and medications
- Help you understand how your condition can affect your daily life
- Help you prevent and manage symptoms
- Connect you to local resources and support
- Provide emotional support to help you cope
- Provide nutrition tips
- Provide guidance on insurance and medical equipment
- Help you plan for future doctors’ appointments

Get 24/7 support from dedicated nurses who specialize in the care of complex conditions

It’s easy to get started

Call today to learn more or to enroll:

1-866-637-6340
(TTY: 1-800-735-2962)
Monday – Friday, 8 am to 9 pm, EST

Detach and keep in a handy place.