

Frequently Asked Questions About the Wellness Program

★ **Who is Corporate Care Management (CCM)?**

CCM is an independent company focused on wellness and case management. We follow strict national standards for health care and data privacy. We are working with your health plan on your behalf to help improve overall health. This program is being provided by your employer or plan at no charge to you.

★ **What is the goal of the Program?**

CCM reaches out to employees and dependents who are active health plan members to improve overall health. We provide information and reminders to help you take control of your health needs.

We focus on sending the right message to the right person, at the right time.

★ **How do I enroll in the Wellness Program?**

There is no need to enroll. You are already included if you are a member of the company's health plan.

★ **What can I expect?**

First, you will receive a welcome letter in the mail with information about the program. Throughout the year you may receive messages that give you information about health topics, tests and screenings that may be important to you. You may also receive a call from a nurse to urge you to see your doctor.

★ **How can I reach a Wellness Nurse*?**

You can reach a nurse weekday from 9am to 4pm. All messages are treated as confidential.

- Toll Free Telephone: 1 (800) 541-7403, Ext. 319

***This is a wellness service; always call 911 if you are having a medical emergency.**



★ **Is my participation voluntary?**

Yes! If you do not want to take part in this program, simply email or call us (see above). If you choose to opt out, it will not affect your benefits. You may opt out at any time. However, we hope you will take advantage of this program.

★ **Can you tell me if your suggested screenings are covered?**

In most cases screenings and tests we remind you about are covered. Please call the number on the back of your health insurance card for specific questions about coverage.

★ **How does CCM know what screenings and tests I am missing?**

We receive secure and confidential medical claims data to tell us what screenings and tests you may be missing. The lack of claims for certain screenings or tests known to be standards of care may trigger messages to you.

★ **Who does CCM share my health information with?**

CCM adheres to federal and state laws. **We do not disclose your individual health information to any party except you.**

★ **What if my doctor doesn't agree with the screenings or tests you tell me about?**

Decisions about your medical care are personal decisions between you and your doctor. Your doctor is the best judge of which screenings and tests are right for you. Our letters should not be considered as medical advice. Our reminders are based on nationally recognized standards of care.

★ **If I have more questions, who should I call?**

You are welcome to contact us for more information:

- Toll Free Telephone: 1 (800) 541-7403, Ext. 319

