

A Care Manager is Your Partner for Getting *and* Staying Healthy!



Who are Care Managers?

Care Managers are nurses who work closely with your doctor to help guide you through the health care system and improve your health and well-being. Care Managers are available to all Tufts Medicare Preferred HMO members and there is no cost to you for working with a Care Manager.

5 Great Ways a Care Manager Can Help You

1 | Staying healthy

If you're looking to start an exercise program, improve your diet, or reach your health goals, a Care Manager can help.

2 | Navigating the health care system

Healthcare can be overwhelming. There is a lot of information to keep track of and important decisions to make. A Care Manager can help by making sure you understand your options and get the services and care you need.

3 | Leaving the hospital

When you're ready to leave the hospital, our Transitions Program can help. Your Care Manager will make sure you receive the right services to help prevent return trips to the hospital. Your Care Manager will also review your discharge plan to assist you with receiving care at home if you need it, follow-up appointments with your doctor, and other resources you may need.

“Susan, my Care Manager, has been extremely helpful to me. She’s readily available when I need to speak to her. I’ve talked to her on the phone about 5 or 6 times, and she’s given me a lot of good suggestions. It’s been very comforting to have Susan available when I need her to help me through medical issues. She’s very supportive.”

— **Kathleen,**
Tufts Medicare Preferred
HMO member since 2011

4 | Living with a chronic condition

If you have a chronic condition such as diabetes, heart failure, or lung disease our Chronic Program may be able to help you. Your Care Manager will work with you and your doctor to provide education, assist with medication management, and provide services to help improve your health. This may include working with you to develop health goals so you and/or your family can learn helpful ways to better manage your chronic condition.

5 | Complex health assistance

If you have multiple chronic conditions or need a great deal of support to manage your health, our Complex Program is available to you. Your Care Manager will work closely with your doctor to ensure you receive the right services and resources to meet your health needs. Medication management services are also available to you.

“My mother had Alzheimer’s and Chuck, her Tufts Medicare Preferred HMO plan Care Manager was by my side whenever I needed him. He was just a phone call away and listened to any concern that I had. It was like he was a part of our family.”

— Karen, Member
Caregiver, Tufts Health
Plan Medicare Preferred

To learn more about working with a Care Manager, call Customer Relations

1-800-701-9000 (TTY 711) Mon – Fri, 8:00 a.m. – 8:00 p.m. (From Oct 1 – Mar 31, representatives are available 7 days a week, 8:00 a.m. – 8:00 p.m.) After hours and on holidays, please leave a message and a representative will return your call on the next business day.

Have questions about Dementia or Alzheimer’s disease? We’re here to help!

If you have questions about Alzheimer’s, memory loss or related disorders, a Care Manager may be able to help. Tufts Health Plan Medicare Preferred and the Alzheimer’s Association (MA/NH chapter) are working together to provide a special program for Tufts Health Plan Medicare Preferred members.

This program can help:

- Answer questions you have about dementia or memory loss
- Provide care planning for those with Alzheimer’s disease and other dementias
- Assess and identify education, support, and care needs

- Assist with referrals to community resources
- Provide education and information
- Provide information on support groups and free educational programs in the community
- Work with our Dementia Care Consultant and your Primary Care Physician to help meet your needs

For more information

If you have questions about Alzheimer’s or Dementia care, please call Customer Relations at the number listed above. For additional information and resources related to Alzheimer’s disease or related disorders, please visit the Alzheimer’s Association website at www.alz.org/manh.