

WHAT IS A CASE MANAGER?

Support, Experience and Care

Your Confluence Health/Health Alliance Northwest case manager works side-by-side with you, your doctors, your nurses and your health plan to maximize your health. You don't have to do it alone—your case manager is here for you.

Case managers help you:

- Set and reach health and wellness goals
- Understand and manage illness and recovery
- Make the most of your benefits and save money
- Coordinate your care when you have complicated health conditions
- Care for yourself to prevent illness and hospital stays
- Find great tools and resources

Earn more than half your Wellness Reward points by scheduling your **Annual Wellness Visit**.

It's the best way to meet your health goals every year!

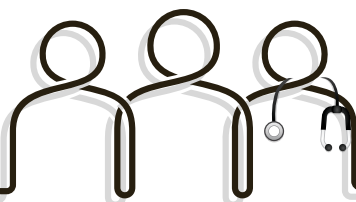
You can work with a case manager for free—it's included in your healthcare coverage.

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Your case manager cares about you and your health. We'll call you regularly to check in on your progress. You'll also have one go-to person who can answer questions and help you get the most from your coverage.

This service isn't a replacement for your doctors, nurses or other healthcare providers. Confluence Health/Health Alliance Northwest case managers are there to support and encourage you on your own health journey. They love helping people and want to see you succeed in your search for a healthier you!

 To get started or get more information call 509-433-3010. If necessary, please leave us a message.



Health Alliance Northwest is a Medicare Advantage Organization with a Medicare contract. Enrollment in Health Alliance Northwest depends on contract renewal.

Health Alliance complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Spanish: ATENCIÓN: Si habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame 1-800-965-4022 (TTY: 711). Chinese: 注意:如果你講中文, 語言協助服務, 免費的, 都可以給你。呼叫 1-800-965-4022 (TTY: 711).