

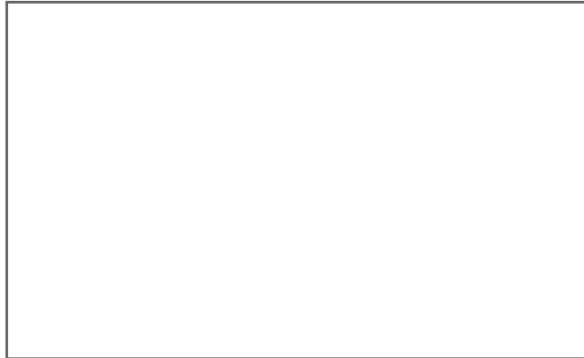
What can you expect?

According to your individual plan of care, your personal care manager may:

- Help set up medical appointments and tests
- Get answers to your medication questions
- Help you learn about your health conditions and what you can do to feel better
- Work closely with your doctor to get you the care you need, when you need it

And, if you have to go to the hospital, your personal care manager may:

- Meet with you to discuss your needs during and after your hospital stay
- Call you after you get home to see how you are doing



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Provider Delivered Care Management

More care for those who
need it the most

Provider Delivered Care Management

Managing new, chronic, or complex health conditions can be confusing and frustrating. That's why your Blue Cross Blue Shield of Michigan health plan offers Provider Delivered Care Management. It's a partnership between you, your Patient-Centered Medical Home doctor, and other health team members to make sure you're not alone in your journey toward managing your health conditions.

What is it?

Provider Delivered Care Management is a care program that is specifically tailored to you and **only offered by PCMH designated offices.** You get a health care team who will work with you and your PCMH doctor to create a plan and then deliver services matched to your needs.

Who is on your team?

- You
- Your family member or caregiver
- Your PCMH doctor and the office staff
- A specially trained personal care team which could include any of the following: a nutritionist, pharmacist, social worker or health coach
- Your personal PDCM care manager

Each care team member works under your doctor's direction.



What is PCMH?

A patient-centered medical home is health care focused on you, the patient. It is a partnership between you and your doctor. Your doctor leads a team of health care professionals committed to improving your overall health and to helping you reach your health goals.

The team in your patient-centered medical home looks at your whole health picture. They spend more time with you at your visit. PCMH aims to prevent problems from occurring and puts control of your health where it belongs — with you and your team.

Instead of being treated for a problem without making a connection between symptoms, the patient-centered medical home focuses on connecting the dots and coordinating your care.