



# Our Clinical Team is Here for You

## Always Ready to Help

### Health, Wellness, Prevention, Risk Reduction and Community-Based Resources



At THP, we have a team of health coaches, life coaches, social workers, and tobacco cessation facilitators on staff. They provide support and education to our members on a variety of topics.



Our **health coaches** can assist with nutrition, healthy weight management, encouraging physical activity, and managing stress. To speak with one of our health coaches, call **1.877.903.7504**.



Our **life coaches** can assist with resume building, finding job training or additional schooling, finding legal representation, and helping to access care. To speak with a life coach, call **1.877.236.2293**.



Our **social workers** can assist with finding food resources, transportation, housing support, and additional resources in your community. To speak with a social worker, call **1.800.475.3624**.



Our **tobacco cessation facilitators** can assist with the process to quitting smoking and using other forms of tobacco. To speak with a tobacco cessation facilitator, call **1.888.450.6023**.

All members are eligible to enroll in these programs. Contact a health and wellness team member and get personalized support Monday through Friday from 8 am to 5 pm.

### Chronic Disease Management



If you are living with diabetes, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease and depression, you don't have to go through it alone. THP has a team of nurses who are here for you. They can provide you with educational materials, telephone calls and guidance. Nurses can help you better understand your condition, manage your symptoms and follow your health care providers plan of care.

To enroll in a Chronic Disease Management Program, please call **1.800.776.4771** Monday through Friday from 8 am to 5 pm EST. Or you can enroll online at [healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment](https://healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment).

Members with diabetes, cardiac conditions (CAD, CHF) and respiratory conditions (COPD or asthma) with or without associated depression are eligible for these programs.

1.800.624.6961  
[healthplan.org](https://healthplan.org)

## Pregnancy Care



Members who are pregnant or are planning a pregnancy are eligible to enroll in this program. If you are pregnant or planning a pregnancy, we have a dedicated team of nurses who are here to help you. They can contact you by phone, email or mail. They can also give information through our secure portal.

They can help with

- Information and direction to assist with family planning and birth control
- What to expect during each trimester
- How to support a healthy pregnancy and full-term delivery
- Post-partum support
- Newborn care resources and developmental information to help you know what to expect during your baby's first year of life
- Screenings for at-risk conditions that may occur during pregnancy
- Customized care planning and coordination of care with your health care providers

If you would like more information on this program, please call **1.877.236.2288** Monday through Friday from 8 am to 5 pm or complete the online enrollment form at [healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment](https://healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment).

## Medical/Behavioral Health Case Management



Are you having trouble navigating the health care system to get the help you or your minor child need? A nurse case manager is available to help you with medical, substance use or behavioral health care issues or conditions.

Our nurses will work with you and your health care providers to customize a plan of care that will

- Help you understand your disease or condition
- Manage or control your symptoms
- Follow your prescribed medication regimen
- Remove or overcome any barriers to care
- Help you take control of your health and live your best life

Information can be provided by phone, mail, secure email or in the secure member portal. To enroll in a case management program, please call **1.800.624.6961, ext. 7644** Monday through Friday from 8 am to 5 pm.

You can also complete the online enrollment form at [healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment](https://healthplan.org/for-you-and-family/get-care/clinical-programs-and-enrollment). All members are eligible for case management services. Risk levels are taken into consideration for assignment to complex case management.



### Talk to a Nurse:

The nurse information line provides members with access to a THP nurse 24 hours a day, 7 days a week. The nurse information line is available to help support access to urgent and emergent care after hours.

Contact the nurse information line by calling **1.866.NURSEHP (1.866.687.7347)**.

Or fill out the online form [healthplan.org/for-you-and-family/get-care/talk-nurse](https://healthplan.org/for-you-and-family/get-care/talk-nurse). Please note it may be up to 24 hours before you receive a response when you submit the online form.



1.800.624.6961  
[healthplan.org](https://healthplan.org)