

Care Advocacy and Navigation

Navigating the health care system can be challenging, **we are here to make it easy!**

We are here to help you and your family at all stages of life whether you have a chronic illness requiring extensive treatment, need surgical intervention, or having a baby - we are here to help you navigate through your healthcare journey making sure all your healthcare needs are being met while providing the very best healthcare possible.

Benefits	<ul style="list-style-type: none">• Doctor appointments• Prior Auths• One point of contact• In network provider assistance• 24 Hour Helpline• ER, Urgent care, Telehealth guidance
Continuing Care	<ul style="list-style-type: none">• Referrals to internal programs, ex: BYB, Livongo, Case Management• Discharge planning• Preventative care accountability• Durable medical equipment• Assistance with home-based care• Follow up care assistance
Understanding your Health	<ul style="list-style-type: none">• Education and resources• Understanding your dx• Top Doc referrals• Second opinion assistance

“You have been a true blessing to us! Thank you again!”

– Advocacy Program Participant



Care Advocacy

Helping you when you need it the most.

If you require medical services like a surgery, hospital stay or are diagnosed with a complex medical condition, **you may receive a call, text or email from someone on the HealthEZ care management team.**

The nurse is there to help you:

- Understand your treatment options
- Coordination of services among your doctors
- Make sure you have everything you need for a quick recovery with the right care

For Care Advocacy services, email the Care Advocacy enrollment form to medical.management@healthez.com. For questions, please call 800-668-3893.

Chronic Care Management

We help members manage chronic conditions like diabetes, hypertension, and high cholesterol by providing education, diet and exercise tips. We can even provide referrals to providers, and order your medical supplies for you!

HealthEZ's team of health care professionals believe that partnership and realistic support are the keys to lasting change.

HealthEZ works with a program called Livongo which helps you stay on top of your health. Join today and get connected devices, personalized guidance, on-demand coaching, an easy-to-use app, and more for help managing:

- Pre-diabetes
- Diabetes
- Hypertension

The program is offered at no cost to you and your family members with coverage through the company health plan.



For Chronic Care Management assistance, email helpline@healthez.com or call 612-382-4407.

Connected Devices

Livongo connected devices send readings right to your mobile app. View trends in one place and get personalized tips to help you live healthier.

Expert Health Coaching

Our expert coaches can help create a custom plan that fits your lifestyle. Get advice on healthy eating, exercise, and more.

GET STARTED

Register at be.livongo.com/HEALTHEZ/register or call (800) 945-4355 with code: HEALTHEZ

To enroll in Livongo, you must opt into at least one program that [Client name/Health Plan] offers as a health benefit. You must also meet the health criteria for each program you wish to enroll in. If a Livongo program is not offered by [Client name/Health Plan], or if you do not meet the specific health criteria of that program, you will not be able to enroll.

Program includes trends and support on your secure Livongo account and mobile app, but does not include a phone, tablet, or smartwatch.



Boost Your Baby

Promoting healthy pregnancies and happy moms.

Engagement
Incentives

Personalized
Support

Resources &
Education

HealthEZ offers maternity support by providing education and resources to promote a healthy pregnancy through postpartum.

Highlights

- Expectant mothers and fathers will have a dedicated one point of contact throughout their pregnancy journey.
- Referrals to internal programs for additional support.
- Providing tips on how to stay happy and healthy during and post pregnancy.
- Maternity support offered through pregnancy till 6 months postpartum.

“It was the best surprise at the beginning, and it was so convenient throughout the pregnancy and early weeks. Thank you for helping me with random questions, easing my mind, and helping me navigate this new season of life!”

- Bre, previous Boost Your Baby participant

Call 800-808-4848 to enroll in our Boost Your Baby program.