

We're dialing up your care

Let's stay in touch

Say hello to your Nurse Concierge

A dedicated specialist who works to help you get the right care at the right time. If you have an issue, we call you right away to help you get what you need. Or you can call us Monday to Friday 9:00 a.m. – 4:30 p.m. at **571-421-2810**.



Looking out for you

Your Nurse Concierge* is paying attention to signs that show you could be having a problem. We look for signs like frequent emergency room and hospital visits, missed appointments and high prescription costs.

It's important to call your Nurse Concierge if:

- You're having a hard time scheduling a doctor's appointment
- You need help finding a doctor/specialist
- You were recently discharged from the ER or hospital
- You need help with managing your health conditions

Help is on the way

For really complex health conditions, your Nurse Concierge will access a team of health care professionals, including a medical director, a pharmacist, a dietitian, a social worker and other specialists. Together with your Nurse Concierge, this team can help you get the care you need.

Quality care, lower costs

Your Nurse Concierge works to save you money while still getting you quality care. Take our member, Sanford,** for example:

Sanford's cardiologist prescribed him a medicine to keep his cholesterol down, but every refill costs \$200. So we worked with Sanford's doctor to find a new medicine that only costs \$10 per refill.

Sanford saves \$2,280 a year now, and can afford the medication that keeps him healthy.

This is just one example of the many ways we help you get and stay healthy.

To get help finding the care you need when you need it, simply pick up the phone and call us. Your Nurse Concierge will be on the other line, with your well-being in mind.

*The Nurse Concierge and the team of health care professionals do not provide medical care. They help you get the medical care that you need.

**For illustrative purposes only. Member name has been changed for privacy.

Innovation Health is the brand name used for products and services provided by Innovation Health Insurance Company and Innovation Health Plan, Inc. Health benefits and health insurance plans are offered and/or underwritten by Innovation Health Insurance Company and Innovation Health Plan, Inc. (Innovation Health). Innovation Health is an affiliate of Inova and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Innovation Health.

innovationhealth.com

