

Disease management coaching YOUR QUESTIONS ANSWERED



A UnitedHealthcare Company

What exactly is disease management?

Disease management is a program provided by your employer to help you or a covered dependent living with chronic condition. If you have one of the following conditions, you may be eligible for help:

- Coronary artery disease
- Diabetes
- Asthma
- Depression
- Heart failure
- Chronic obstructive lung disease (COPD)
- Hypertension (high blood pressure)

If I'm invited to coaching, what can I expect?

When you work with a nurse coach, you'll get tips and practical tools for managing your chronic condition. They will also help you set up a plan to reach personal goals, such as blood pressure or cholesterol targets. Coaching is a great way to re-energize yourself to improve or manage your condition.

Is this program completely confidential, or will my employer know that I'm enrolled?

Our disease management program operates in accordance with medical privacy standards established by applicable federal and state laws. This means that your individual health information won't be shared with your employer or any unauthorized persons. Group reports will be shared with your employer periodically, but your name and health information will remain anonymous.

Do I need to enroll, or will UMR contact me?

If you meet the qualifications, you will receive a letter in the mail and/or a phone call from UMR to enroll in the program.

If you are struggling with one of the listed conditions, you can call UMR Care Management to self-enroll. The number is listed on the back of your ID card. You can also go to umr.com to sign up. Once you sign in to umr.com, go to the "Health center" from myMenu. Under "I need to" select "Get a health coach."

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Would my nurse be willing to talk with my doctor about my coaching sessions?

Yes, with your permission, the nurse will communicate with your health care provider. But keep in mind, the disease management program's philosophy is to empower you so you feel like you are in a partnership with your provider(s). Our nurses often have more time to thoroughly discuss different ways to get a chronic condition under good control. With this type of information, you and your provider, together, can make health care decisions that are right for you!

What happens after I complete the coaching sessions with my nurse?

We know that having a chronic condition never really ends. That's why UMR offers a maintenance program. During maintenance, you continue to receive phone calls from your nurse, but less often, perhaps every three to six months or whenever you decide. UMR will also mail you "stick with it" information to help prevent relapses.

Can I end my involvement in the program at any time?

Yes, you may opt out of the disease management program at any time. Talk to your nurse coach or send written notification to UMR. Please make sure your name and ID number are on your request and mail it to UMR Disease Management, PO Box 8042, Wausau, WI 54402-8042. Before opting-out of the disease management program, check to make sure your decision won't affect any incentives you may be receiving.

I have a chronic condition but am not interested in working with a nurse. Will the program still affect me?

We understand that this might not be a good time for you to work on your condition. Even though you are not interested now, you'll still get the benefit of receiving information about your condition and can go out to our Health center on umr.com to access resources on your own. Of course, you'll have an open invitation to work with a nurse at a later date, if your condition becomes more challenging to manage on your own.