

CARE MANAGEMENT FOR BLOOMIN' BRANDS EMPLOYEES



Helping you get the health services you need

When you're dealing with difficult health issues, you face some tough decisions. It can help to have your own personal care manager. Your care manager is a registered nurse who not only cares about what you're going through but can also make sure you get the answers and services you need.

Bloomin' Brands now has a dedicated care manager for enrolled employees. Her name is Teresa. Here's how she can help!

About Care Management

This free program connects you with a care manager who knows about your situation and health concerns. Care managers are registered nurses, so they have insight and knowledge about a range of medical conditions. If you have questions about your condition and the treatments you are receiving, they can help you get answers. Also, as you deal with an illness or injury, you might need special equipment, transportation to medical appointments or groceries from a local food bank. These are some of the things Teresa can help you with.

Is Care Management for You?

Care management can be especially helpful for members who experience:

- ◆ An illness such as end-stage renal disease (ESRD) that requires intensive, costly dialysis treatment or a kidney transplant.
- ◆ Frequent hospitalization.
- ◆ Long-term or life-threatening illness.
- ◆ Extensive home health care.
- ◆ Effects of traumatic injury.



An Advocate Who's on Your Side

When a person is dealing with serious illness or injury, it can be stressful for the whole family. You might be uncertain about which health goals are realistic for you now or how to make the most of your health insurance benefits. Care managers like Teresa have experience connecting patients with the resources and information they need.



More About Teresa and Her Role

Since becoming a registered nurse in 2006, Teresa has worked in health care settings such as emergency, pediatrics, surgical and home health care. She prides herself in going the extra mile for members. She uses all possible resources to help members handle their medical concerns and manage costs.

It's Your Choice

Care management is a voluntary program. Your decision to participate will not affect your health insurance benefits in any way.

Patient Bill of Rights

Care managers respect the wishes of patients and their families and recognize that all patients have the right to:

- ◆ Have information disclosed about why the service choices were made for their care.
- ◆ Offer input into the care management plan for their care.
- ◆ Refuse treatment or services, including care management.
- ◆ Have end-of-life and advance care directives honored by our care management organization.
- ◆ Be informed of the criteria used for closing cases.
- ◆ Be notified when care management services are changed or stopped and why.
- ◆ Receive a full care management assessment for services, even if the patient or family cannot fully participate in the initial assessment process.
- ◆ Understand when care management information will be disclosed to third parties.

Care managers will tell patients about these rights at the beginning of a case and uphold them at all times during the management of the case. All patients will receive a written copy of these rights within five days of case opening.

**Do you think you might benefit from care management services?
You don't have to go through these challenging times alone.
Call Teresa at 855-263-0675, ext. 40469.**