

# Care Management

As your health plan, MeridianComplete (Medicare-Medicaid Plan) is working hard to make sure you get the care you need. You are our top priority. One of the ways we help members get the right care at the right time is through our care management program.



Managing healthcare alone can be hard. If you need extra support, we can help! Our care management team is available to work with you to make sure you get the right support and care when and where you need it.



Members who use our care management program work one on one with a registered nurse or licensed social worker. Your care manager can help you set and meet health goals and address any concerns you may have.

## How can care management help you?

**Care managers help members get the support and care they need to promote their health and wellness. Our care management team can:**



Help you get answers to questions and concerns you may have.



Make a care plan with your healthcare providers.



Schedule appointments and transportation.



Answer questions about what your medications do and how to take them.



Help you learn about and manage chronic health problems, such as asthma, diabetes, heart disease, and more.



Help support you in other areas, such as financial assistance, food, or housing.



Connect you with resources in your community.



Support you after you get home from the hospital.



Support your behavioral health needs.

**Care managers promote independence and safety within the home by coordinating care to members who qualify for:**



Personal care services in the home.



Medical equipment.



Transportation and gas mileage reimbursement.

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## Additional benefits and resources:



MeridianComplete offers an over-the-counter (OTC) benefit that lets you buy OTC health and wellness products. The OTC catalog has a list of items that can be mailed right to your home. View the catalog at [mmp.mimeridian.com/resources.html](http://mmp.mimeridian.com/resources.html) for your benefit details and item limits.



Access to Livongo for diabetes management and prevention. Livongo provides blood glucose meters, unlimited strips, and lancets delivered to your door. They also offer personalized programs and one-on-one expert coaching 24 hours a day, seven days a week. To learn more, visit [livongo.com](http://livongo.com).



Access to Pyx Health to reduce loneliness and improve mental health. Pyx Health combines caring humans and an easy-to-use mobile app to help solve loneliness and its negative health impacts. Pyx Health is provided by your health plan at no cost to you. To learn more, visit [pyxhealth.com](http://pyxhealth.com).



If you have any questions, call your care coordinator at **1-855-323-4578** (TTY: **711**). We are here for you seven days a week, from 8 a.m. to 5 p.m. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned the next business day.

You can also call MeridianComplete Member Services at **1-855-323-4578** (TTY: **711**). We are here for you seven days a week, from 8 a.m. to 8 p.m. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned the next business day.



MeridianComplete (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.