

# We've Got You Covered

BENEFITS

AVAILABILITY OF  
SERVICES

COMMUNITY  
RESOURCES



Contact Care Management

Monday – Friday

Hours: 8:00am – 5:00pm

Richmond Area:

(804) 819-5151

(800) 727-7536

(804) 819-5186 (Fax)

Roanoke Area:

(540) 344-8838

(888) 338-4579

(540) 344-8007 (Fax)

Tidewater Area:

(757) 461-0064

(800) 828-7989

(757) 459-2230 (Fax)

Disease Management:

All Offices:

(804) 819-5151

(866) 243-0937

(804) 819-5361 (Fax)

## Care Management

An Overview of How We're here to Serve You

## Case Management

And

## Disease Management



We Make Healthy Living Easy!



P.O. Box 5307

Richmond, VA 23220-0307

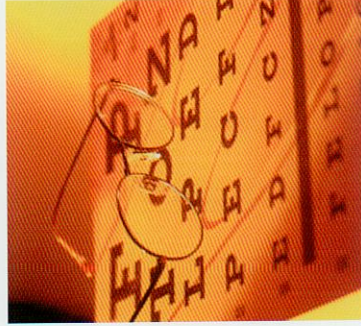
[www.virginiapremier.com](http://www.virginiapremier.com)

## Disease Management: Addressing Your Overall Health

Through our Disease Management Program you will have the opportunity to work closely with our Registered Nurses. They will speak with you over the phone to help you better understand your current health and lifestyle situation based on the following disease state:

- Asthma
- Childhood Weight & Nutrition
- COPD
- Diabetes
- Heart Disease

As you develop a relationship with your disease manager, they will provide you with their on-going professional support, educational materials, and guidance to the most readily available resources in your hometown. To contact our Disease Management team, call 1-866-243-0937.



## Take Charge of Your Life

With the aid of our health education and medical outreach departments you can learn more about how we can help you improve your health and lifestyle. Get information about:

- Smoking cessation
- Exercise programs
- Nutrition classes

## Gain Control of Your Health

Don't let your disease control you, let our staff be the help you need to take charge and gain control of your life. If you need assistance outside of business hours contact our **24-Hour NurseLine: 1-800-256-1982.**

## Case Management: Addressing Your Immediate Needs

Through our Case Management Program you will have the support and guidance of both Registered Nurses and Behavioral Health Specialists to help you better understand and manage your current medical conditions. Our team makes it a priority to be sure you receive the best healthcare treatment to ensure a positive health outcome. Providing services to members who have:

- Multiple complex needs
- Maternity needs, including high risk pregnancy
  - Chronic conditions
  - Conditions requiring close monitoring & coordination of services and providers
  - Multiple hospitalizations & emergency room visits
- Social or environmental barriers affecting the member's health status

