

Personalized support when you need it the most

If you have multiple health care issues or have a condition that puts you at risk for frequent and high levels of medical care, there's a program that may help. Registered nurses in our **ComplexCare** program are available 24 hours a day, seven days a week to support and assist you in managing your personal health care needs.

The nurses in this program are trained in helping our members who are receiving a high-level of medical care. Your nurse works with you and your treating physician to create an individualized plan that includes goals to help promote self-management of your condition.

Here's what your nurse care manager can offer:

- Personalized attention, goal planning and health and lifestyle coaching
- Strategies to help promote self-management skills and medication adherence
- Resources to answer health-related questions for specific treatments
- Access to other essential medical management programs
- Coordination of care between your providers and other services you may need
- Provide information to help you make informed decisions about your health care

360°HealthSM

ComplexCare is specifically designed to help you effectively manage your condition and help improve your health status and quality of life. Call the Customer Service telephone number on your ID card to take advantage of this important program. To learn more about your condition, call your doctor or visit the Condition Centers at MyHealth@Anthem on Anthem.com/ca.

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