

Chronic Condition Management Program

Personalized support to help you achieve your health goals



Medical Mutual wants to partner with you to help you achieve your personal health goals and make sure you receive the care you need. Our Chronic Condition Management program is provided at no additional cost to you. This program supports the care you receive from your healthcare providers.

If you are managing one of the conditions listed below, our Chronic Condition Management program may be right for you:

- Asthma
- Heart Failure (HF)
- Coronary Artery Disease (CAD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Hypertension
- Musculoskeletal pain
- Pelvic health issues (individuals with vaginal anatomy, regardless of gender identity)

Our program provides digital/virtual, remote monitoring and telephonic options that are customized to meet your needs. You also have the flexibility to participate at times that best meet your needs.

Digital/Virtual Health Coaching

We offer multiple digital/virtual coaching options to help our members better understand their condition, prevent disease progression, give us quick updates on their progress, and improve their health.

Digital/virtual health coaching may include:

- Short-term health coaching delivered over a few weeks to address a specific health concern
- More frequent health coaching that provides personalized interactions over several months to help members lose weight, reduce blood pressure or improve bloodwork results
- Quarterly check-ins for members who are self-managing their care successfully
- Integration with connected devices, such as a wireless glucometer, blood pressure cuff or a digital scale to monitor your progress

Remote Home Monitoring

This program leverages specialized equipment, daily digital check-ins, and as-needed telephonic coaching from a nurse to help you avoid further complications and progress toward improving your health.

No Member Cost Sharing for Diabetes Testing Supplies

Many of our healthcare plans offer diabetes testing supplies with no member cost sharing if you participate in our Chronic Condition Management program. Please check your Summary Plan Description (SPD) for more information or inquire with a member of our Chronic Condition Management team.

Telephonic Health Coaching

Telephonic health coaching is designed to provide extra support to help you manage your chronic condition and make progress toward your personal health goals. Members enrolled in this program typically work with a nurse over a 90-day period to make health improvements. Members also have access to a team of professionals, including certified health educators, dietitians, pharmacists and social workers. At the end of 90 days, members may extend their telephonic health coaching or transition into one of our digital options, depending on their needs.

If you participate in one of our digital/virtual options, you can always contact the Medical Mutual Chronic Condition Management team if you need additional support. Our team may also reach out to you to follow up on any health concerns you report through your digital health coach or quarterly self-monitoring surveys.

For More Information or to Enroll

Call 1-800-590-2583 to learn more or to enroll in our Chronic Condition Management program. Our care management specialists are available Monday through Friday from 8 a.m. to 4 p.m. (confidential voicemail available 24/7).

Medical Mutual may also reach out to you if we think you could benefit from this program to provide information on how to get started.

Thank you for trusting Medical Mutual to be a partner in your health and wellness.