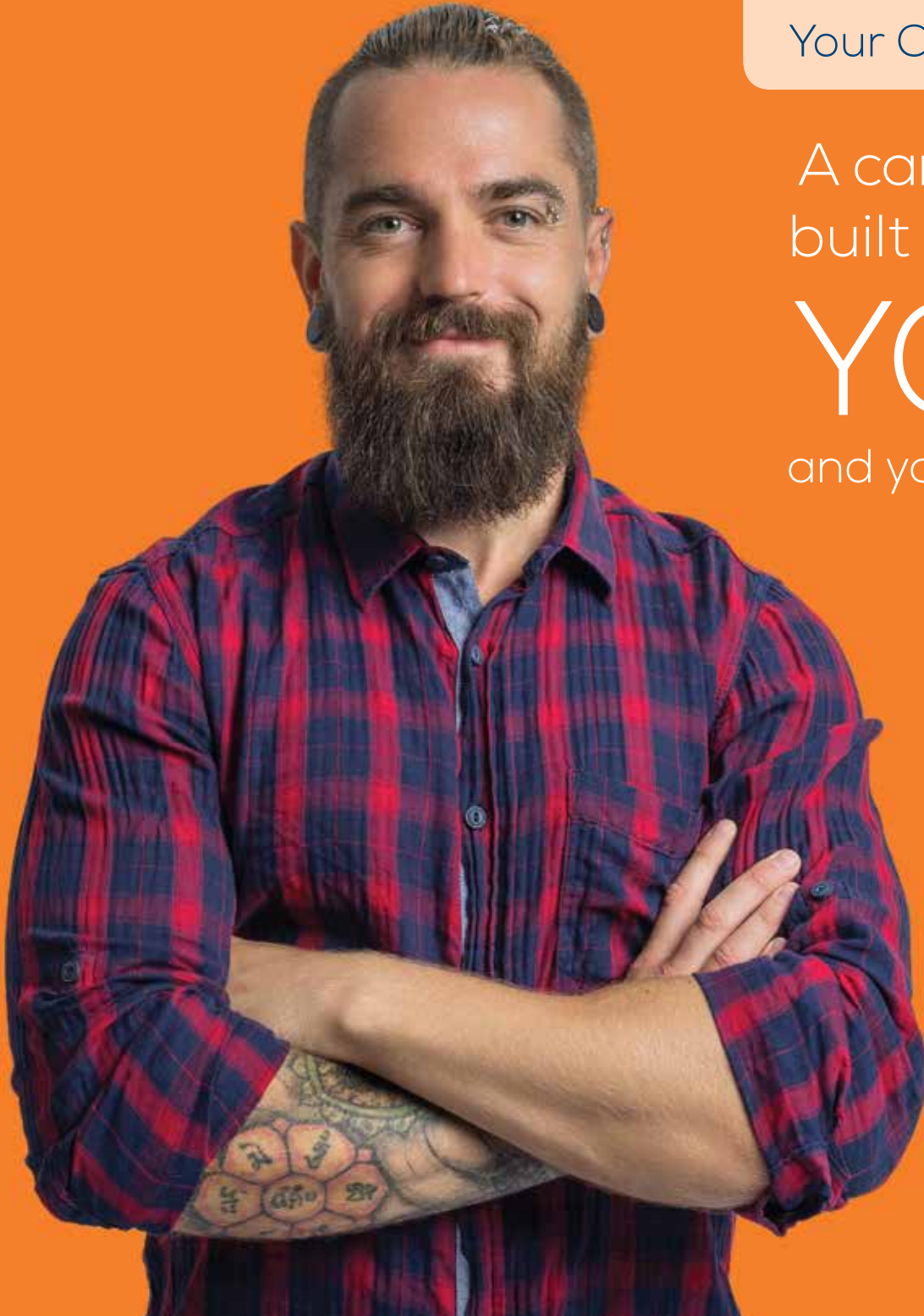


Your Care Circle

A care team  
built around

YOU  
and your needs



# What is the Your Care Circle program?

It's a free care management program that offers select members of AllWays Health Partners a team of experts who all work together to help you reach your goals and increase your health and well-being.



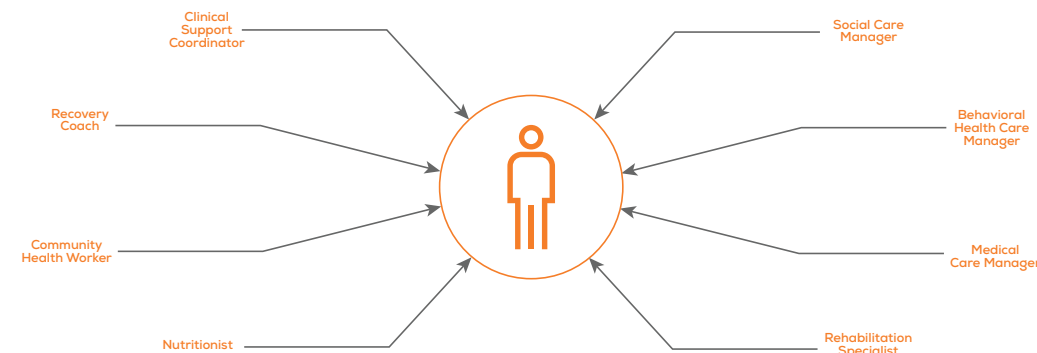
The program's aim is to identify and address your unique health care needs in order to improve your overall quality of life. The team is fully dedicated to help solve your challenges and will work with you in nearly any location.

## What will the team do for me?

Your Care Circle team will develop an appropriate care plan and work with you to address your health challenges, ensure communication among your providers, and ensure your best health.

## What experts are on your team?

Each member of the team has a different expertise and role. Your Care Circle team consists of a Medical Care Manager, Behavioral Health Care Manager, Social Care Manager, Community Health Worker, and a Clinical Support Coordinator. A Nutritionist, Rehabilitation Specialist, and Recovery Coach are also available.



## Medical Care Manager

- Helps you learn ways to stay well
- Helps you set up doctor visits
- Works with you and your doctors to plan your care and make sure your doctors are all talking with each other
- Makes sure you have all your medications and know how to take them

## Social Care Manager

- Helps you with any social needs you may have, including housing, food resources, rental/utility assistance, income assistance, clothing, and more
- Works with you to complete any applications needed for services
- Assists with calls and appointments to agencies such as the Department of Transitional Assistance or the Social Security office
- Helps with obtaining additional insurance or co-pay assistance, if eligible

## Behavioral Health Care Manager

- Helps you find care for mental health needs, including psychiatry and therapy
- Helps you find and access treatment for substance use disorders
- Assists with finding additional resources like support groups or specialists

## Community Health Worker

- Helps you access community resources such as food pantries, community clinics, and more
- Accompanies you to different organizations such as the DMV or Social Security office
- Provides advocacy and interpreter services, as needed

## Clinical Support Coordinator

- Conducts initial intake with you over the phone
- Helps set up your team and directs you to the right care manager
- Provides appointment reminders
- Assists with transportation to appointments

## Additional Care Team Support from:

- Nutritionist
- Rehabilitation Specialist
- Recovery Coach

## How can I find out more, and if I am eligible?

Email us at [yourcarecircle@allwayshealth.org](mailto:yourcarecircle@allwayshealth.org) or call our Clinical Support Coordinator at **866-456-4059**.

We look forward to speaking with you.

# Frequently asked questions

## Does this program replace my primary care provider?

No, your primary care provider (PCP) will continue to manage your health care. The relationship you have with your PCP and other health care specialists will stay intact. Your Care Circle is an extension of the care you currently receive. Our role is to remove any barriers you might have and help you access that care.

## Who do I call if I need a checkup, a shot, or if I get sick?

Call your PCP's office for routine health care in the office. Routine care includes regular shots and screenings. If you are having trouble making these visits, your Medical Care Manager can help.

## What if I need to see a specialist?

Your PCP will help find any specialists you need. Your Medical Care Manager can help you to make the plans to see a specialist.

## What if I need a refill of a prescription?

Your PCP, psychiatrist, or specialist will write any prescriptions you need. Your Medical Care Manager can help you call your doctor to get refills before you run out or remind you of upcoming refills needed.

## Will joining the program impact my insurance coverage?

No. Your health coverage, premiums, and insurance arrangements are unaffected by this program. This program's only goal is to help you access the best care you need.

## What if I need help finding housing?

Your Social Care Manager will work with you to meet your housing needs, complete applications, and get them to the appropriate organization.

## What if I need someone to come with me to my medical appointments?

Your Community Health Worker can accompany you to your medical appointments.

## What if I need food assistance, rent, and/or utility assistance?

Your Social Care Manager will help you find resources available to you and walk you through the application process as well as get them to the appropriate organization.

## Who will help if I need health equipment or supplies?

Your Medical Care Manager or the Rehabilitation Specialist can work with your doctors to ensure you have the equipment you may need.

## What do I do if I get a bill in the mail for medical services?

Call your Clinical Support Coordinator at **866-456-4059**. They will take care of this for you.

