

Disease Management Programs Support You and Your Health



www.tricare-west.com

What are the Disease Management (DM) education programs?

Your provider partners with Health Net Federal Services, LLC (HNFS) to improve health outcomes in the TRICARE population. The DM programs are meant to enhance the care you already receive from your provider. They focus on improving the management of seven chronic conditions: anxiety, asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), diabetes, depression, and heart failure. You will be able to talk by phone with one of our state licensed, condition-specific specialists from home or wherever is most convenient for you.

Why is my provider referring me to this program?

You are being referred to this program to gain better understanding and receive support to better manage your health condition and improve communication with your care team. Our experienced clinical team will provide you with additional information, resources, and one-on-one coaching on how you can reach your personal health goals.

This service will support the primary and specialty care you are currently receiving and will not interfere with your treatment plans already established. We actively communicate with your care team by telephone and using a secure online portal.

What can I expect from this program?

Monthly calls typically last 30–45 minutes and occur for about six months. Your DM specialist will provide one-on-one health coaching in a variety of areas based on your personal needs, and will help you effectively set and achieve goals in an effort to improve your health outcomes.

What are the advantages of participation?

- Convenient
- Free
- Confidential
- Accessible
- Flexible
- Collaborative



To learn more about the various disease management topics and available programs, go to:

www.tricare-west.com > *Beneficiary* > *Wellness* > *Chronic Care/Disease Management Education Center*.

The screenshot shows a website interface with two main columns. The left column is titled 'Public Tools' and lists: Network Provider Directory, Non-Network Provider Directory, Choosing/Changing Your PCM, Military Hospital Locator, Covered Benefits, Copayment or Cost-Share, and Is Approval Needed. Below this is a 'Secure Tools' section with: Eligibility, PCM & Deductible, Manage My Payment, Payment History, Authorization Status, Change an Authorization, Claim Status, and EOB Summary. The right column is titled 'Chronic Care/Disease Management Education Center' and contains text about TRICARE's commitment to enhancing health care services. Below the text are icons for seven conditions: Anxiety, Chronic Obstructive Pulmonary Disease (COPD), Diabetes, Heart Failure, Asthma, Coronary Artery Disease (CAD), and Depression. At the bottom right is a 'Disease Management Information and Self-Nomination' icon.