



Free Resource to Employees

This communication is to highlight St. Vincent's Health Partner's, Inc. (SVHP) which is a **free service** to our Members with healthcare coordination and assist with possible barriers in the way of achieving your overall health goals.

How does St. Vincent's Health Partners, Inc. & Aetna Whole Health Plan work together?

Healthcare consumerism is tricky to navigate and we must do our part and become conscientious health consumers, The Diocese continues to offer our Members a comprehensive benefits package aimed to providing quality service for better health outcomes for our Members and their families. St. Vincent's Health Partner's Inc. is considered an extension with "care coordinator" service that compliments the AWH medical plan's services.

What does St. Vincent's Health Partners (SVHP) do?

Care is often not well coordinated and it may not always be based on nationally recommended guidelines. These problems affect your quality of life and increase the cost of healthcare for everyone. SVHP specializes in working with patients and their physicians to provide high quality care focused on the needs of the patients. Their priority is to improve the **coordination of each person's healthcare with an emphasis on their overall well-being.**

How is this done?

SVHP regularly looks at the group of employees as a whole and figures out how to ensure that the population is getting healthier because of getting the right kind of care at the right time and if not, works with the patient and their physician(s) to meet their healthcare needs. SVHP's care coordinators will call the member directly to work with you and your physician(s) personally to overcome barriers. You can expect a call from SVHP if you recently were admitted to a hospital, have been seen in the emergency room, or suffer from long-term illnesses. The role of SVHP is to help keep you healthy by receiving preventive care, and receive comprehensive care for new and long-term health issues such as, diabetes, or high blood pressure.

Not everyone needs a call from SVHP!

Here are some examples of when calls may occur: Sometimes people are getting too many services without coordination; sometimes one doctor isn't talking to another doctor about tests that get repeated; sometimes people should be getting some kind of health care service and aren't even aware of it! Sometimes people have been discharged from the hospital and don't really understand what to do next. Sometimes, people do not realize they are having problems

because of their medications. SVHP will work with you to make the most thoughtful use of your health care services and to connect you with resources you may need. **When you receive a call, please answer or return the call!**

SVHP will make sure that you are actively informed and involved in decisions regarding your health:

- Support your staying healthy by getting recommended prevention care and by partnering with your primary care physician also known as your 'medical home'.
- Help you reduce risk of future disease by making your 'gaps' known to you and your primary care physician and help you take full advantage of your healthcare 'neighborhood' (doctors, pharmacists, physical therapists, and many others)
- Work with you if one or more chronic disease(s) affect your health while protecting your private information!

Your conversations with St. Vincent's Health Partners are confidential. If you have any questions or feel that you would like to inquire about your own healthcare coordination please call or email our "Healthcare Navigators".

For more information go to: www.stvincentshealthpartners.org or call Telephone: 203-275-0210.

For additional information on this communication or on or your current benefits, contact: Diocese Dedicated Benefit Call Center at 844-675-8539 open 8am to 8pm EST or Amelia Palomar, Benefits Specialist at (203) 416-1433 or email apalomar@diobpt.org