

Your guide to getting the most out of a call with a Registered Nurse Health Coach

Our Registered Nurses are referred to as Health coaches and provide free and confidential case management.

Your Role	Health Coach Role
Call 1-888-234-2393 option 6 and seek help with health-related questions or issues	<ul style="list-style-type: none">• Will verify your information.
Engage with the Health Coach	<ul style="list-style-type: none">• Will ask questions to get an understanding of your health-related issue or concern.• Will provide you with education and resources to understand and manage your issue or concern.• Will coordinate with you and your providers for needed services such as:<ul style="list-style-type: none">— Durable Medical Equipment (DME)— Supplies— Home health care— Nutrition— Transitions of care• Will provide education on benefit, policy, and authorization process.• Will work with you to help you achieve your health/healthcare goals.



Speak with Level Care Support for questions related to benefits, claims, and finding In Network providers by calling the number on the back of your ID card.



To speak to a Registered Nurse Health Coach 24/7 for any health-related questions and/or assistance, call 1-888-234-2393; option 6.

