

Get extra support for complex health challenges



If you are managing a complex health situation, you may need extra support. Our Registered Nurse Health Coaches can give you personalized support to help you navigate more complicated times along your health journey.

When you have a serious health concern, you may find yourself in unfamiliar territory. It's not easy to coordinate visits to doctors, juggle new medications, and keep a lot of new information straight. That's when case management from an Independence Administrators Registered Nurse Health Coach can really help.

What is case management?

Case management is a personal, confidential service that is available when you are experiencing complex health issues. You can contact a Registered Nurse Health Coach, or a Health Coach may call you. Your Health Coach can help you:

- Cope with a serious illness or accident, like cancer or stroke
- Prepare for a planned hospital admission
- Review your doctor's discharge instructions with you
- Coordinate services related to a hospitalization, procedure, or illness
- Understand your medications and why and how to take them
- Work with your doctor to address your concerns

Stay on top of personal health information and get screening reminders, health tips, and more by text or email.*

Visit ibxtpa.com/getconnected to sign up.



Call **1-888-234-2393** to speak with a Health Coach 24/7.†

This plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Spanish: ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 (TTY: 711).
Chinese: 注意: 如果您讲中文, 您可以得到免费的语言协助服务。致电 1-800-275-2583 (TTY:711)。

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*Standard message and data rates may apply. Text STOP to stop and HELP for help. Terms and Conditions available at my.relayit.com/terms-and-conditions. Notification messages are sent via automated SMS. This is an optional service and is not required to receive goods and services from Independence Administrators.

†This is a free and confidential service.

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