

# PRESBYTERIAN CARE COORDINATION



## What is care coordination?

Care coordination is a way to help you manage your care. A dedicated care coordinator is assigned to you to help navigate through the healthcare system. Care coordinators can work with you and your primary care provider, specialists, behavioral health providers, and anyone else you want involved in your care. Together, they can create a care plan and help you work toward your health goals.

## What will a care coordinator do?

In addition to helping to communicate between all your providers, they also perform health assessments. These assessments help to identify gaps, barriers and changes in condition or status. They will work with you to create a care plan that helps you reach your health goals and feel your best.

## Am I a good candidate for care coordination?

If you meet one or more of these criteria, you may be a good candidate for care coordination.

- You have a complex or chronic health condition
- You need help coordinating complex medical services

- You are experiencing social factors that impede your health outcomes
- You need more education and support to manage your illness
- You need help with activities of daily living
- You have been newly diagnosed with a health condition and need help navigating what comes next

## What else can care coordination help with?

- Medical support to include follow up after hospitalizations or ER visits
- Provide information to support transportation for medical appointments
- Facilitate transitions between care settings (e.g., hospital to home)
- Monitoring and support services for conditions such as diabetes and hypertension

## How do I get started with care coordination?

To find out more about care coordination or to get started, call the Presbyterian Customer Services Center using the number on the back of your member ID card. You can also be referred to care coordination by your provider. Talk with your provider if you have questions or want a referral.

Such services are funded in part with the State of New Mexico.  
Presbyterian exists to ensure all of the patients, members and communities  
we serve can achieve their best health.

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Based on a Model of Care review, Presbyterian Dual Plus (HMO D-SNP) has been approved by the National Committee for Quality Assurance (NCQA) to operate a Special Needs Plan (SNP) through 2028. Presbyterian Dual Plus is an HMO Special Needs Plan (SNP) with a Medicare contract and a contract with the State of New Mexico Health Care Authority Medicaid program. Enrollment depends on contract renewal.

Presbyterian Senior Care (HMO) / (HMO-POS) and Presbyterian UltraFlex (HMO-POS) are Medicare Advantage plans with a Medicare contract. Enrollment depends on contract renewal.

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor.

SHOOH: Diné bee yáníłti'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jjik'eh ná hóló. Bee ahít hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'j' ahoot'i'ígíí éí t'áá jjik'eh hóló. Kohji' 1-855-592-7737 (TTY: 711) hodílnih doodago nika'análwo'í bich'j' hanidziih.

For more information, visit <https://www.phs.org/nondiscrimination>.