

# CARE COORDINATION SERVICE

If you have recently been discharged from hospital and have complex health needs, our Care Coordinator can assist to navigate health care services and find the right support for you.

As a member-owned health fund, our focus goes beyond simply providing health insurance. Our aim is to assist our members with identifying their health and wellbeing needs and helping coordinate access to services that will keep them happier and healthier in the long term.

Our Care Coordinator may identify that you have had a recent hospital stay, that you could benefit from the program and they may contact you to discuss how we can assist you.

## The Care Coordination Service

Getting out of hospital is great, but staying out of hospital is even better. Our Care Coordination Service is a telephonic based service for Union Health members who have recently been discharged from hospital and who meet our eligibility criteria. Our service is specifically tailored to your individual wellness needs and we can help coordinate support services to assist with your recovery.

### Who can use this service?

Members may be eligible for Care Coordination Services if they:

- have an eligible policy with Union Health
- have held a policy for over 12 months
- have an identified chronic condition or complex health care needs

### How the program works

Following discharge from hospital, our Care Coordination Team may contact you and invite you to undertake a comprehensive phone assessment and develop a care plan to identify additional support and services that will assist in both your recovery and long-term wellness.

There are no additional fees to use the Care Coordination Service and your participation will not increase your premiums. Claims are raised against your Union Health policy, however this will not impact on your annual benefit limits. Participation is voluntary and you may opt out of the program at any time.

### Want to know more?

We'd love to have a chat about our Care Coordination Service. Call us on **1300 661 283** to find out how we can help you get better at home.

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