

## **Disease Management Programs**

Sendero Health Plans provides Disease Management thru the Disease Management Programs which can be contacted at the Health Services Department at 1-855-895-0475 and for the hearing impaired at 1-800-855-2880. Disease management is designed to prevent exacerbation of symptoms that might result in hospitalization. Disease management is also designed to help Members with specific illnesses deal more effectively with their disease or condition to as to improve their quality of life.

Currently, Sendero Health Plans offers Disease Management Programs for Asthma and Diabetes. These services are designed to increase Member's knowledge regarding their health, their disease process, nutrition, medication and importance of compliance with an introduction of community resources available to them. Disease management services include printed educational material which is sent periodically to all members, telephonic contact to assess and coach members regarding their condition, and additional educational material sent to members based on the results of periodic telephonic contact.

Referrals to Disease Management Case Management are accepted from:

- Members
- Practitioners

If you encounter a Member that you feel would benefit from one of these programs, please contact the Health Services Department by phone at 1-855-895-0475, by completing a referral form (Appendix A) page 70 in the Provider Manual and faxing it to 512-901-9724, or by submitting a Referral form online at <https://sendero.valencehealth.com/Login.aspx>. A Registered Nurse Care Coordinator will be available to help in facilitating the treating physician's treatment plan in a collaborative manner with the Member's various healthcare providers to help in improving or maintaining the wellbeing of the Member. We can provide extra support to patients with diabetes and asthma through our disease management programs. Please contact us, at the number above, for more information.