



New Mexico Medical Insurance Pool

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What is Integrated Care Management?

It is important to know what resources are available to you so that you can make the best decisions regarding your health and wellness. Our Care Services Coordinators will get to know you and your healthcare needs, so we can help you navigate the complicated healthcare system. We work to connect you with medical providers, home health care services, or other resources in your community. You can expect to be contacted regularly, either by telephone, text message, or video visit.



The Tools of Care

› TRANSITION OF CARE

If you end up in the hospital, we will reach out to you to make sure you have what you need when you're ready to come home. We'll also continue to follow up with you for 30 days after you leave the hospital.

» REMOTE MONITORING

If indicated, part of your benefit includes access to remote monitoring of vital signs which allows your Care Services Coordinator to help you identify trends which may indicate a need to see your doctor. Depending on your needs, you'll receive a tablet device, a blood pressure cuff, pulse oximeter, scale or glucometer – these readings can instantly be available to your care team to help you manage your health in real time.

» **24 HOUR NURSE TRIAGE LINE**

Have a question for a nurse? Not feeling well? You can call our Nurse Help line at any time to get your questions answered.

› **CLINICAL SUPPORT AT HOME (SPECIFIC COVERAGE AREAS)** Your

care management team is available to come to your home or do a video visit to help provide support to you to coordinate all of your care.

» TEL-A-DOC

Need to see a doctor, but can't get in for a couple of weeks? Allow us to help you connect with a doctor via telephone or video to get your needs met quickly.

All of these support services are available to you as a member of the New Mexico Medical Insurance Pool with no out-of-pocket cost. We believe that by working together to meet your healthcare needs, we can help reduce the need for emergency care and hospitalizations. Our goal is to keep you at home where you want to be.