



HEALTH PLANS

You may be worrying about your illness and how to manage it. You are not feeling well and there are so many things to remember. Palliative Care gives you extra support.

**Living With a Serious Illness
Can Be Hard. We Have a
Program to Make it Easier.**



Your Care Team:

Call 1-866-783-1444 (TTY: 711)

7 days a week, 8 am – 8 pm (Oct. – Mar.)

Weekdays, 8 am – 8 pm (Apr. – Sept.)





As part of your VNS Health Medicare (HMO) plan, you have a Care Manager who works with you, your family, and your doctors to help you take care of your health. If you have a serious health condition, you may be eligible for a program that provides an additional layer of support to improve your quality of life. That program is called Palliative Care.

Palliative Care is provided in addition to your regular medical care. It focuses on relieving pain and other symptoms. It also offers social, emotional and spiritual supports.

Because it is based on your needs, not on the course of your condition, Palliative Care can start at any time, including when you are first diagnosed. Many people receive Palliative Care for years.

Who provides the services?

Palliative Care is provided by a team of providers, including a doctor or advanced practice nurse/nurse practitioner. The team also includes other specially trained people, such as a social worker, nutritionist or spiritual counselor, for example.

Your team will be created for you and will work with you, your care manager, your family and your doctors to help you live the best life possible.

How can it help?

Your care will be tailored for you. It will consider your culture, values and beliefs. Depending on your needs, your team might:

- Help you and your family better understand your condition.
- Offer information and resources.
- Review and share information on medications.
- Treat pain and symptoms, such as shortness of breath, nausea, fatigue, depression and anxiety.
- Help you understand your care options.
- Coordinate your care and support when you move from one care setting to another. For example, when you come home from the hospital.
- Provide emotional support.
- Connect you with community services that can help you and your family.

How do I know if I'm eligible?

To learn more about the program, including whether you may be eligible, please call us at the number below.

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