

# 24/7 nurse support for complex conditions

Managing a complex condition has many challenges. Having 24/7 access to nurses who are specially trained to understand your condition can help you live your best life. Once you enroll, you can use the program as much or as little as you like. We're here for you — on your terms.



Led by a medical director and supported by nationally recognized physicians

We offer care and support for the following complex conditions:

- ALS
- CIDP
- Crohn's disease
- Cystic fibrosis
- Dermatomyositis
- Epilepsy
- Gaucher disease
- Hemophilia
- Hereditary angioedema
- HIV
- Multiple sclerosis
- Myasthenia gravis
- Parkinson's disease
- Polymyositis
- Rheumatoid arthritis
- Scleroderma
- Sickle cell disease
- SLE
- Ulcerative colitis

## As a member of our program, we hope you will:

- ✓ Follow the care plan we design with you
- ✓ Provide us with the information we need to help you
- ✓ Tell us and your doctor if you do not want to be in our program

## You have the right to:

- ✓ Know about our program and the services we offer
- ✓ Know the name of the program nurse or other staff who help with your care
- ✓ Share in making choices about your health
- ✓ Be treated in a kind way
- ✓ Ask for a new nurse team or speak to a manager at any time
- ✓ Have your personal and health information stay private and safe
- ✓ Know what we do to keep your information private and who can see it
- ✓ Decide not to be in our program
- ✓ Know about your health, your disease and your treatment options and discuss all options with your doctors
- ✓ Get information that is right and easy to read
- ✓ Know how we work with your health plan
- ✓ Know when we are open each day and the background of our staff
- ✓ Tell us what you like about our program at any time
- ✓ Complain about our program in writing and get a response in 15 working days

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♥CVS specialty nurse care management

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**VONTIER**<sup>™</sup>



## The care and support you need — on your terms

The AccordantCare™ program for complex conditions is included in your benefit plan at no extra cost

**Accordant.com**

## Dedicated, specially trained nurses

The AccordantCare program for complex conditions is included in your benefit plan. You will have a dedicated nurse who has expertise in your condition and who will give you one-on-one support. You can contact your care team at any time of the day by phone or online.

### It's easy to get started



Call today to learn more or to enroll:

**1-844-923-0802**

**(TTY: 1-800-735-2962)**

Monday – Friday, 8 am to 9 pm, EST

## The support you need to manage your health

Our specially trained on-call nurses are available to help you by phone or online any time, day or night. All to get you the personalized care you need for a total approach to your health and wellness. They are ready to:



Detach and keep in a handy place.

**Get 24/7 support from dedicated nurses who specialize in the care of complex conditions**