

Frequently Asked Questions:



- **Will I still be able to see my Primary Care Physician?**

Yes, your physician and Tandigm's Nurse Care Manager will work closely together to provide you the best care, which can include telephone calls and/or in-home visits, along with PCP visits.

- **What support will the program provide to my family and caregivers?**

We invite your family and caregivers to participate during any discussions. Our goal is to provide you, your family, and your caregivers with the support and resources they need to assist in your care.



The Complex Care Management (CCM) Program is a care program focused on providing you with the right care, at the right place, and at the right time. Your care team partners with your primary care physician (PCP) to help you get back on the path to good health.

The CCM Program helps to:

- Simplify the delivery of your care
- Ensure you get the quality care you need
- Keep you, your care-givers and your PCP connected and informed
- Provide you and your family with peace of mind

These program benefits are available to you at no additional cost.

Complex Care Management Program



Helping to get you the quality care you need, where and when you need it.



Tandigm's Complex Care Management Program

The Complex Care Management Program (CCM) is a specialized program that **provides you with the care, support, and resources you need to support you and your health goals.**

Tandigm's team includes a Nurse Care Manager who is your primary point of contact. Other members of the team may include a Nurse Practitioner, Pharmacist, Social Worker, Behavioral Health Clinician, and/or Spiritual Counselor, who will work closely with your Nurse Care Manager should you need additional support.

Tandigm's team works directly with your Primary Care Physician (PCP), family, caregivers, and most importantly, with you, to develop a care plan that aligns with your goals, helps you feel better, and improves your quality of life.



What You Can Expect

The Complex Care Management Program is an extension of the care you receive from your physician. This program provides you with access to a dedicated care team offering the support and resources you need when you need them.

Here's what you can expect from our care coordination team:

- A comprehensive assessment that considers your clinical needs, as well as your psycho/social/environmental wellbeing
- A review of your prescription medication
- Regular telephonic outreach, and when needed, home visits
- Clear information and education to help you manage your health
- Advance care planning and support
- Referrals to community-based services
- Coordination with your healthcare providers



For more information, please call
our 24-Hour Support Line
844-898-4448