

Frequently Asked Questions

Will I still be able to see my doctor?

Yes, your doctor, care team, and Tandigm's Nurse Care Manager will work together. Your care may include regular check-ins via phone, visits in your home, and visits with your doctor.

How will you support my family and caregivers?

Our goal is to provide you, your family, and your caregivers with the support and resources needed to assist in your care. We welcome your family and caregivers in all visits and discussions and are here to answer any questions they may have.

How does the CCM Program help?

We partner with your doctor and primary care team to:

- Simplify delivery of your care
- Ensure you get the quality care and services you need
- Keep you, your caregivers, and your primary care physician connected and informed
- Provide you and your family with peace of mind

Is there a cost for the CCM Program?

No. The CCM Program is available at no additional cost.

For more information, please call our 24-hour support line at **844.898.4448**



Complex Care Management Program

The care you need, when and where you need it.





**The right care,
at the right
place, and at
the right time.**

Your Care Team

Your main point of contact is a Nurse Care Manager who works closely with your PCP and involves other team members as needed, including:

- > Nurse Practitioner (NP)
- > Pharmacist
- > Social Worker
- > Behavioral Health Clinician
- > Primary Care Physician (PCP)
- > Registered Nurse (RN)

Contact Us: 844.898.4448

The Care You Need

Tandigm's Complex Care Management (CCM) Program extends the care you receive from your doctor or Primary Care Physician (PCP).

Your dedicated care team will:

- > Assess your clinical and mental health needs, as well as your social and environmental well-being
- > Review your medications with you
- > Call you often to check in, and provide home visits, when needed
- > Provide clear information and education to help you manage your health
- > Provide advance care planning and support
- > Connect you to additional resources in support of your care plan
- > Coordinate with your doctor and other healthcare providers



The Complex Care Management Program is accredited by the National Committee for Quality Assurance (NCQA), a private, nonprofit organization dedicated to improving healthcare quality.



Advanced Illness Management

Many CCM patients have chronic medical conditions that affect their heart, kidneys, breathing, and other functions. As these conditions advance, people may have more difficulty caring for themselves. We provide the clinical assistance these patients need to better manage their care.

The Tandigm care team will:

- > Help patients understand their illness and identify care goals and preferences
- > Identify and manage symptoms
- > Recognize caregiving gaps and/or caregiver needs and assist in finding resources
- > Explore home health services that may be helpful