

Ongoing Condition CARE

Begin living your best life

Managing an ongoing condition takes patience
and a gentle approach to caring for yourself

Get expert resources and personal support for
managing the challenges of living with:

- Amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS), myasthenia gravis (MG) or rheumatoid arthritis (RA)
- Hypertension, heart failure or coronary artery disease
- Asthma or chronic obstructive pulmonary disease (COPD)
- Depression or anxiety
- Human immunodeficiency virus (HIV/AIDS), hepatitis C or sickle cell anemia
- Ulcerative colitis or Crohn's disease
- Breast, prostate, colorectal or lung cancers
- Diabetes (types 1 or 2)
- Chronic kidney disease



Get started!

Sign in to umr.com and from the **Health center** dropdown, select **Ongoing Condition CARE** and choose **Enroll Now**, or scan the QR code. You can also call toll-free at **866-575-2540**.

FAQ

Ongoing Condition CARE coaching

What exactly is Ongoing Condition CARE?

Ongoing Condition CARE is a program provided by your employer to help you or a covered dependent living with a chronic condition. If you have one of the following conditions, you may be eligible for help:

- ALS, multiple sclerosis, myasthenia gravis or rheumatoid arthritis
- Hypertension, heart failure or coronary artery disease
- Asthma or COPD
- Depression or anxiety*
- HIV/AIDS, hepatitis C or sickle cell anemia
- Ulcerative colitis or Crohn's disease
- Breast, prostate, colorectal or lung cancers
- Diabetes (types 1 or 2)
- Chronic kidney disease

If I'm invited to coaching, what can I expect?

Our CARE nurses address your main concern, positively impacting your care. This includes closing gaps in care, delivering evidence-based information and working directly with you to improve self-management and advocacy of your overall health.

Members engaged in the program will also have access to the CARE app, powered by Vivify Health. This allows our CARE nurses to connect with you through your mobile device. Our nurses can view individual health metrics from self-reported data or synchronized monitoring devices and are able to virtually connect by text, email or face-to-face via streaming video.

Is this program completely confidential, or will my employer know that I'm enrolled?

Our Ongoing Condition CARE program operates in accordance with medical privacy standards established by applicable federal and state laws. This means that your individual health information won't be shared with your employer or any unauthorized persons. Group reports will be shared with your employer periodically, but your name and health information will remain anonymous.

Do I need to enroll, or will UMR contact me?

If you meet the qualifications, you will receive a letter in the mail and/or a phone call/email from UMR to enroll in the program.

If you are struggling with one of the listed conditions, you can call UMR Ongoing Condition CARE to self-enroll. The number is listed on your ID card.

You can also go to **umr.com** and:

1. Sign in (or register if you're a first-time user)
2. Select **Health center**
3. Go to **Ongoing Condition CARE** under **Condition support**
4. Select **Enroll Now**

Do I have to use the CARE app?

No, you are not required to use the CARE app. However, we strongly encourage you to do so as it is an additional resource and a very convenient way to connect with your CARE nurse.

Would my CARE nurse be willing to talk with my doctor about my sessions?

Yes, with your permission, the CARE nurse will communicate with your health care provider. But keep in mind, the program's philosophy is to empower you so you feel like you are in a partnership with your provider(s). Our CARE nurses often have more time to thoroughly discuss different ways to get a chronic condition under good control. With this type of information, you and your provider, together, can make health care decisions that are right for you!

What happens after I complete my sessions with a CARE nurse?

We know that having a chronic condition never really ends. Our program allows you to self enroll at any time, even after completing the program. Our CARE nurses are here to support you wherever you are in your health journey.

I have a chronic condition but I am not interested in working with a nurse. Will the program still affect me?

We understand that this might not be a good time for you to work on your condition. Even though you are not interested now, you'll still get the benefit of receiving information about your condition and can go to our **Health center** on **umr.com** or download the CARE app to access resources on your own. Of course, you'll have an open invitation to work with a CARE nurse, at a later date, if your condition becomes more challenging to manage on your own.

Can I end my involvement in the program at any time?

Yes, you may opt out of the program at any time. Talk to your CARE nurse or send written notification to UMR. Please make sure your name and ID number are on your request and mail it to UMR Ongoing Condition CARE, PO Box 8042, Wausau, WI 54402-8042. Before opting out of the program, check to make sure your decision won't affect any incentives you may be receiving.