

# WHEN WELLMARK CALLS SHOULD YOU ANSWER?

**THE ANSWER IS YES.** When you see Wellmark on your caller ID, know that a nurse or a Wellmark health support team member may be calling you to help you with your health. Several Wellmark health programs regularly place calls to members.

## Health Advocacy

Wellmark health assistants will call to provide you with benefits or health information. For example, you may get a call if there has been a change to the Wellmark Drug List that might impact your expenses. Or, we might provide you with a reminder about a preventive exam you may need.

## Condition Support

If you have asthma, diabetes or coronary artery disease, our health support team may call you. We can provide you with tools to make the most of your physician's treatment plan and improve your quality of life.

## Health Coaching

This one-on-one support is designed to empower you with the information, tools and help you need to take charge of your health.

## Advanced Care

For severe or complex conditions (for example, strokes or brain injuries), Wellmark will provide additional coaching and support. We want to help coordinate care for you and overcome barriers you may be facing during your recovery. We will talk through in-home care, meal delivery or other support.

## Pregnancy Support

This program helps guide and support women through their pregnancy.

## Discharge Outreach

Wellmark's health assistants will contact you within two days of a hospital discharge. The purpose of this call is to make sure you are on the path to recovery and have not experienced any new symptoms.

