



Helping You Be Your Best

Our medical management services help you and your family through every step of care. We surround you with a team of top-notch healthcare providers focused on your needs.

These services and more are included in your Health Alliance Northwest™ coverage at no extra cost:

- Health coaching for help achieving health-related goals
- Care coordination when you need help with a new diagnosis or managing a complicated condition
- Care transition intervention for a smooth adjustment from hospital to home
- Medication support to help you learn more about your meds and how to take them safely

Visit HealthAlliance.org/Wellness for details.

Here are just a few ways we help you get the most from your coverage:

- If you need preauthorization for a service, nurses and doctors who specialize in that area will review the request. This helps make sure you get the safest and most appropriate care.
- The majority of outpatient preauthorizations are completed within two days, which can help you get the care you need more quickly.
- We see the full picture of your health and connect you with the people or services you need—like specialists, social workers and community resources.

These services do not replace care from your doctors, nurses or other healthcare providers and are included in your coverage at no extra cost to you. Using them doesn't affect your premium or coverage.