

# Carolina Family Health Centers, Inc.

Carolina Family Dental Center • Freedom Hill Community Health Center • Harvest Family Health Center  
• Wilson Community Health Center

## Care Management

We enjoy and appreciate the opportunity to provide you with comprehensive care, and it is important that our health center continues to improve and better monitor your health outcomes. For this reason, Carolina Family Health Centers, Inc. provides Care Management services for its Medicare beneficiaries.

### What is Care Management?

Care management is designed to provide you with follow-up care outside of office visits to help manage your chronic conditions. The whole care team will be spending more time caring for you each month to prevent issues before they arise. The goal is to keep you healthy and at home. It also includes things done after you leave the office, like assisting with medication access, referral coordination, and after-hours access to a medical provider.



### How will you benefit from Care Management?

- **Greater access to care.** You will have greater access to a dedicated care manager, who will be spending more time coordinating and managing your care to make sure nothing slips through the cracks. Your dedicated care manager will be reaching out to welcome you to the program.
- **24/7 access to a medical provider.**
- **Preventive care.** Preventative care services will be scheduled for you, and your medications will be closely monitored. Staff will assist with medication and referral, prior authorizations required by insurance companies.
- **Access to your health records.** You will receive a personalized, comprehensive plan of care for all your health issues.

### What do you need to know before signing up?

- The service is subject to your Medicare copayment and deductible. However, you may be eligible for a discount based on your income. **Ask a staff person about applying for the sliding fee discount program to reduce your out-of-pocket expense.**
- You need to provide verbal or written consent to a member of your care team to participate in this program.
- If at any time you wish to disenroll from the program, please let us know.