

Stay Healthy With Our Support

Disease Management

Your health plan includes a disease management program to help you manage your chronic conditions. We're here to help you to stay as healthy as possible with assistance from our highly trained coaches, including: nurses, dietitians, certified diabetes care and education specialists, and licensed professional counselors. Completely confidential and voluntary, our customized program is offered at no cost to you. We provide educational resources and partner with you to achieve the goals you have always wanted.



Your Highly Trained Coach Will Help You:

- Manage your chronic conditions and help prevent complications
- Achieve your best physical and mental health
- Understand your conditions through customized resources
- Save money through effective use of health plan benefits

To enroll, call the number on your Benefit ID card or email mycoach@imagine360.com.

Frequently Asked Questions

What is the Disease Management Program?

The Disease Management Program is a voluntary program that is designed to help individuals with chronic health problems better understand and control their conditions. We will work with you and your physician to help implement a care plan designed for you.

How did you get my name?

Based on your claims history, your physician has indicated that you have a chronic condition that could be improved through education and lifestyle changes.

Will you share my personal health information with anyone?

The program is completely confidential and is compliant with federal privacy regulations (HIPAA). Your information is shared only with you and your doctor. Your employer will not see any personal information.

If I choose to participate in the program, how often will I be contacted?

If you choose to participate in this program, you will be contacted based on the need that is established between you and your personal coach. Typically, follow-up calls are scheduled once a month but are tailored to meet your needs. Health information is mailed or emailed at least monthly.

How long is the Disease Management Program?

Participants are enrolled in the program for up to one year or until your personal health goals are achieved and you are comfortable moving forward on your own.

When will my coach call?

You and your coach can set up a time that is most convenient and comfortable for you. Appointments can be after normal business hours or on weekends. You can also communicate with your coach by phone or by email whenever you have questions. Monday - Thursday: 8:00 - 7:00 p.m. & Friday: 8:00 a.m. - 5:00 p.m. and Saturdays by appointment.

*Participation in this program is optional and you can change your level of participation anytime.
For more information regarding your rights and responsibilities with this program, please refer to your health plan's website or call the number on your ID card.*

Join today to get started.
To enroll, call the number on your Benefit ID card
or email mycoach@imagine360.com

