

CareVio is your personal team of health experts

CareVio is a free care coordination program offered to State of Delaware members enrolled in the Aetna HMO Plan, that partners with you and your doctor to make it easier for you to take care of yourself and stay well. The CareVio team consists of a medical director, nurse care coordinators, pharmacists and social workers. They are available to answer your questions, and guide you through any doctor visit or hospital stay, and help you with other health care needs.

CareVio will:

- Help you to eat better, be more active, lose weight, manage stress and quit tobacco.
- Help coordinate your medical care with your doctors.
- Answer any questions about your medical condition, the medicine you should take, and the lab tests your doctor ordered for you.
- If you are pregnant, CareVio can help you during and after your pregnancy by offering instruction and tips.
- Help connect you with any community resources you need, such as transportation and food, etc.
- Support you and help you to keep track of your health.



Your CareVio team will provide you with the tools, knowledge and support you need to reach your health goals. It is enormously reassuring and brings peace of mind knowing that you have a health care advisor (health coach) just a phone call away. Call 1-844-227-3565 today.

(Over)





← **A CareVio Care Coordinator Mary Jones learned that Mr. Wright** never filled his last prescription for his medication. With one phone call, she discovered that his car was in the shop and he had no way of getting to the pharmacy. His CareVio team, including a nurse care coordinator, social worker and pharmacist, not only helped get him his medications, but worked with his doctor to teach Mr. Wright new ways to more effectively manage his condition through medication, diet and exercise.

→ **Mrs. James drove** herself to the emergency department again this weekend seeking help for

complications from her high blood pressure. Before she even had a chance to update her Facebook page and let friends and family know she was there, CareVio sent a real-time alert to her primary care physician, launching a proactive plan to more effectively manage her condition and avoid future costly emergency visits. Thanks to CareVio, her health is now back on track!



↓ **A 52-year-old patient was referred to CareVio by his primary care physician** because of a new diagnosis of diabetes with a blood test showing extremely high blood sugar levels, a hemoglobin A1c of

13 percent. The CareVio care coordinator reached out to the patient and his wife over the course of the next three months with intensive education. The care coordinator discussed self-management techniques, the safe use of insulin, reviewed and monitored his insulin log, counseled the patient on his diet and mailed healthy recipes to his wife. The CareVio care coordinator and the family created a solid working relationship and the patient would call her once a week to review his blood glucose values and ask questions. After three months, a recheck of his blood test for diabetes showed it had dropped to 8.4 percent, a significant improvement in the control of his condition. The patient still reaches out to the CareVio nurse periodically with new questions to continue to self-manage his diabetes.

