

PREPARED for Care



We're here for you when you need care

Someone you love has been diagnosed with a chronic illness.

Your doctor says you need to have surgery.

You just found out you're pregnant.

Harvard Pilgrim can help you in any situation, addressing your concerns and alleviating your fears. And we're just a call or a click away. We take our commitment to your health seriously — that's why Harvard Pilgrim is America's highest rated health plan. We offer support for you in these specific areas:

- Prepared for Care health advocate
- Healthy Pregnancy Program

Have a medical condition or need surgery?

The Prepared for Care nurse helps Harvard Pilgrim members with any concerns or conditions, but especially those who may have a more complicated medical situation. For example, those who:

- Have a chronic illness or disease such as multiple sclerosis, diabetes, chronic obstructive pulmonary disease, congestive heart failure, cancer, arthritis or stroke
- Have children who need functional aides or children with chronic illnesses such as cerebral palsy or muscular dystrophy
- Are planning to undergo complex surgery such as joint replacements or organ transplants

- Could benefit from rehabilitation, home care or the coordination of social services following a hospital stay

At the heart of our Prepared for Care program is a Harvard Pilgrim nurse care manager who will help you navigate through the sometimes-complex world of modern health care. She will work with you, your primary care physician and other health resources to:

- Assess your health care needs
- Coordinate your health care services
- Develop a customized plan, where appropriate, that includes education and disease prevention strategies
- Help you monitor your customized plan and/or your ongoing health care needs
- Help ensure you receive the highest quality care in a location and setting that is best for you



Meet your Prepared for Care nurse

Judy Asci, R.N., M.S.N., is your Prepared for Care nurse. Judy will use her clinical skills and understanding to answer your

questions and coordinate your health care needs. During her years as a nurse, Judy has worked in medical/surgical and mental health nursing. Before joining Harvard Pilgrim she directed the emergency department of a New Hampshire community hospital. She earned her Bachelor's degree from the University of Massachusetts and her Master's degree, with an emphasis on adult health, from the University of New Hampshire.



Harvard Pilgrim
HealthCare

(over)

How to contact your nurse



Call: To contact your **Prepared for Care** nurse care manager call (888) 888-4742, Monday through Friday, from 8:30 a.m.-5:00 p.m. Dial ext. 69512 or say “Smith College” when prompted. If you leave a message for the nurse before 4:00 p.m., Monday through Friday, you will receive a return phone call by end of business that day.



Click: E-mail smith_college@harvardpilgrim.org.



Visit: Contact your **Prepared for Care** nurse to schedule a private appointment when she visits your workplace.

- **Before you're pregnant** — You will receive a health assessment to identify potential areas of health improvement, a personalized plan based on your specific needs and helpful printed information reinforcing healthy behaviors.
- **While you're pregnant** — Your nurse will collaborate with your obstetrical care provider to ensure you are receiving the necessary prenatal services. Your nurse will also continue to assess the need for specialized pregnancy management plans, and you'll receive several helpful guides.
- **After your baby is born** — Your nurse will follow up with you to assess the need for any additional/continued support services.

Contact the Healthy Pregnancy Program by calling (800) 742-2423.

Pregnant or considering pregnancy?

The **Healthy Pregnancy Program** helps Harvard Pilgrim members who:

- Are pregnant or considering pregnancy
- May need high-risk pregnancy care (e.g., difficulty conceiving, multiple births, history of complications, low birth-weight babies, etc.)

The program supports you from the time you consider becoming pregnant, through conception, pregnancy and following delivery. In addition to support from a Harvard Pilgrim nurse, you'll receive free copies of well-known guides like *Your Pregnancy: Every Woman's Guide* and *What to Expect the First Year*. Here are a few highlights:

