Our support is focused on helping you

- Assess, monitor and support patients to prevent or limit disease-related complications and reduce the incidence of predictable events.
- Provide patients with care-coordination services.
- Provide patients and their families with support services and information about local and national resources.
- Provide integrated specialty pharmacy fulfillment services focused on lowering patient drug costs.*
- Ensure that preventive and screening measures are accomplished for all patients in the population.

*Some options may vary by plan sponsor

Supporting your treatment plan

Accordant’s proactive approach to improving patient health is built around a unique system of one-on-one, nurse-based assessments and communications. Nurses with clinical training and experience caring for patients with these complex conditions are available 24 hours a day to provide ongoing support specific to each individual’s needs based on your treatment objectives.

BCBSVT Chronic Condition Program provider rights

Accordant Health Services values and recognizes the importance of provider’s rights. We respect your right to:

- Be treated in a courteous and respectful manner by Accordant staff.
- Receive information about Accordant, its staff, and their qualifications, if requested.
- Have access to, and responsiveness from, Accordant and its staff members.
- Understand Accordant’s relationship with the sponsoring health plan.
- Know how Accordant educates the patient about his or her condition, assists to coordinate care as outlined by your treatment plan and communicates with you about the patient.
- Receive accurate clinical information from Accordant.
- Be supported by Accordant in your interactive decision-making process with the patient regarding his or her health care.
- Self-determine your interaction with the program.
- Give input and feedback regarding the program, positive or negative. We value this information and feel that these views ultimately improve the strength of the program.
- You have the right to understand how to give this feedback, and what to expect from Accordant in response.

Accordant Health Services
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Greensboro, NC 27407
(844) 450-4513
Fax (toll-free): (866) 247-1150
Email: info@accordant.net

www.bcbsvt.com/Accordant

Working to improve the health of patients with complex, chronic conditions

Blue Cross and Blue Shield of Vermont’s Chronic Condition Program can help your patients improve their conditions, enhance their knowledge and self-management skills, and achieve your therapeutic goals for them.
Care management that works

 Accordant Health Services, a CVS Caremark company, offers a solution to supporting patients with rare diseases that may comprise only one percent of a health plan population but account for 10–25 percent of all medical costs.

BCBSVT Chronic Condition Program is a highly specialized health care management program with a patient care model that minimizes the occurrence of costly medical events.

The program targets patients with complex, chronic diseases in neurology, rheumatology, hematology and pulmonology. We then provide early intervention and patient compliance services to support your care management strategies, improve patient health and strengthen your physician-patient relationships.

We understand the demands placed upon your time. We focus our efforts on supporting yours by:

- Educating your patients about their disease state and teaching techniques to avoid complications.
- Providing around-the-clock phone support to answer patients’ questions.
- Encouraging patient compliance with your care plan to maximize the effectiveness of your prescribed treatments, including medications, tests, diet, exercise and other lifestyle changes.
- Monitoring changes in your patients’ health status.
- Coordinating ancillary services and identifying community resources and other services available.

Online patient education

In addition to individual support from our specially-trained team of registered nurses, patients have access to www.bcbsvt.com/Accordant, a dynamic resource providing a wealth of information about specific diseases plus health improvement and lifestyle topics.

Providing superior patient and physician support for complex, chronic conditions:

<table>
<thead>
<tr>
<th>Neurologic</th>
<th>Rheumatologic</th>
<th>Gastrointestinal</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amyotrophic Lateral Sclerosis (ALS)</td>
<td>Dermatomyositis</td>
<td>Crohn’s Disease</td>
<td>Cystic Fibrosis</td>
</tr>
<tr>
<td>Epilepsy</td>
<td>Polymyositis</td>
<td>Ulcerative Colitis</td>
<td>Hemophilia</td>
</tr>
<tr>
<td>Multiple Sclerosis</td>
<td>Rheumatoid Arthritis</td>
<td></td>
<td>Sickle Cell Disease</td>
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<tr>
<td>Myasthenia Gravis</td>
<td>Scleroderma</td>
<td></td>
<td>Gaucher Disease</td>
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<tr>
<td>Parkinson’s Disease</td>
<td>Systemic Lupus Erythematous</td>
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<tr>
<td>Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP)</td>
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It also links patients to MEDLINE, drug databases, health news, clinical trials and other vital information resources. All materials are based upon extensive research and collaboration with experts in the field to ensure that your patients receive timely, pertinent information about concerns most important to them.

Your partner in patient care

Accordant’s unique approach to helping patients avoid preventable complications has demonstrated improved patient satisfaction, compliance and outcomes. We are committed to working with you and your patients to achieve your shared clinical goals. We look forward to working with you.

For more information about BCBSVT Chronic Condition Program services, please call (844) 450-4513.