

# Care Management Programs

**Overview:** New Hanover Health Advantage (NHHA) offers various care coordination and care management programs designed to support members through their health care journey and improve overall health outcomes. We support members by connecting them to needed resources and coordinating healthcare services. All of these programs are voluntary and offered at no additional cost for NHHA members.

## Referrals:

- Members can self-refer or be referred into our care management programs. If you are referring a member, please advise our team that this is a provider referral.
- Please call the NHHA care management team at **910-667-7275**

## Hours of operation:

- Monday through Friday, 8 a.m. to 4:30 p.m. Use RelayNC for TTY services. **(Dial 711 or 800-735-2962).**

## Our care managers can help members with:

- Navigating health plan services and accessing community resources
- Identifying and resolving barriers to success
- Coordinating care with the healthcare team and family members
- Providing education and resources specific to various disease and conditions

## NHHA Care Management Programs

- **Health and Wellness Promotion**
  - For members who need reminders, follow-up assistance and health coaching
  - Visit our “Resources” tab at [NewHanoverHealthAdvantage.com](http://NewHanoverHealthAdvantage.com).
- **Disease Management**
  - For members needing support to manage a health condition, such as diabetes and hypertension
- **Transitional Care Management**
  - This program begins after going home from a hospital or Skilled Nursing Facility. Our nurse reaches out to ensure:
    - Understanding of the care plan
    - Connection back to their primary care provider in a timely manner
    - All needed services and resources are in place to transition home
- **Complex Care Management**
  - For members who need additional nursing support due to complex medical and/or social conditions
- In collaboration with our partners at First Carolina Care, additional care management supports are provided:
  - Specialty care management for unique situations, such as transplants
  - Very high risk program for members requiring an interdisciplinary care coordination approach

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**[NewHanoverHealthAdvantage.com](http://NewHanoverHealthAdvantage.com)**  
3151 S. 17th Street | Wilmington, NC 28412  
**910-667-NHHA(6442)**



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