



# Care Coordination Member Responsibility

OSU Health Plan | [osuhealthplan.com](https://osuhealthplan.com)

Care Coordination exists to improve member health and well-being, and we need your help to make it great: the program will only be as successful as you are successful!

## THE FACTORS OF YOUR SUCCESS

### Completing Yearly Program **Requirements** on Schedule

- Personal Health & Well-Being Assessment<sup>†</sup>
- Verified Biometric Values<sup>†</sup>
- Care Coordination Assessment\*
- Quarterly Care Coordination Sessions (or designated alternatives)

*<sup>†</sup>For faculty, staff, and spouses*

*\*Highly encouraged for all participants. Required in order to achieve or maintain status in phase(s) two and/or three.*



## Active Participation

Active participation in Care Coordination programs improves our members' health and reduces the cost of health care—and those savings provide incentives and medication discounts to help manage your condition. In exchange for the benefits you receive, we ask that you *actively* participate in the sessions and activities we are recommending you follow.

Yes, we recognize that everyone is different, and we do our best to make your program all about you. If you decide that active participation is not for you, please let us know and we will remove you from the program. No hurt feelings! You can always re-enroll at a later date.

## Attending Scheduled Sessions and Activities

If you need to cancel an appointment (individual session or group activity), we kindly ask you to do so as soon as possible. If you're not able to make your scheduled appointment, we want to be able to offer it to others.

If you do not show or cancel within 24 hours of an appointment *more than **two** times in a year*, we will remove you from the program so others can participate. We understand that life happens, and we are more than happy to reschedule you—we just want advance notice!

## Responding to Care Coordination Inquiries

Count on us to remind you about important program requirements and deadlines. If your health condition changes, we may also contact you.

In return, we ask that you meet program deadlines and respond to us within two weeks when we contact you...okay?



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