Family Health Network is committed to helping you, our members, lead healthier lives. We do that by promoting prevention and wellness. We provide health care services to meet your individual needs. The goal of care coordination is to provide quality care and improve your health.

For more information on care coordination, call Member Services. The phone number to call is 1-888-346-4968. Visit us online at www.fhnchicago.com.

If you have other questions or concerns, please call Family Health Network Member Services at:

888.346.4968
(TTY/TDD: 711)

You can also visit us online at:
www.fhnchicago.com

Illinois Client Enrollment Services will send you information about your health plan choices when it is time for you to make a health plan choice and during your Open Enrollment period.

Family Health Network complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-346-4968 (TTY: 711).


Care Coordination Services is published by Family Health Network to provide general health information. It is not intended to provide personal medical advice, which should be obtained directly from a doctor.
©2015. All rights reserved. Printed in the U.S.A.
Family Health Network is committed to improving the health of our members. We do this through education and personal help from our staff of nurses and social workers. The goal of care management is to add to the quality of your care and improve your health.

Care Management
Care management is an added health benefit, at no cost to you. You may be chosen for these services in the following ways:

- Your doctor may suggest that you participate
- We may call you after scanning your health data
- You may call and ask for help
- You become pregnant

If you have or are at risk of having one of the health conditions listed, please call Member Services. We can sign you up in a care management program:

- Maternity
- Diabetes
- Asthma
- Children with special needs

- Life-long health issues like high blood pressure, heart disease, life-long lung disease
- Neurological illnesses
- Congestive Heart Failure (CHF)
- Mental health or behavioral health issues
- Cancer and cancer treatment
- Coronary Artery Disease (CAD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Pregnancy

Care Coordinator
Your care coordinator will help you work toward better health by:

- Developing a bond with you and your health care team
- Completing an assessment and evaluation of your health needs
- Care planning and helping you set goals
- Arranging services to support your care

Your care coordinator is a resource person:

- To answer questions about treatment
- To help you meet your health needs within our group of hospitals and doctors
- To help you weigh your options and choices
- To help you set your personal health goals
- To help with referrals for treatments at health care offices
- To help with your transition from hospital to home