

Just got released from the hospital?

Here's how TrueCare™ can help.



Were you just released from the hospital?

Working with a Case Manager can help you or your child get on track to better health. They can help you figure out steps to take by:

Helping You Get Back To Your Routine

Getting back to your normal routine can be hard. Your Case Manager can help you get back to your day-to-day tasks.

Here are some ways your Case Manager can help:

- Making sure you or your child know when and how to take medications.
- Setting up delivery of supplies to your home as needed.
- Helping you with home care setup.
- Telling your/your child's other providers about your/your child's release.
- Making sure your/your child's providers are up to date on your/your child's care needs.
- Connecting you to community resources and support groups.
- Supporting you with these non-health needs:
 - Transportation
 - Housing
 - Healthy Food

Helping You Get Ready For Follow-Up Visits

You or your child need a follow-up visit two to seven days after release. You or your child may need one more follow-up visit within 30 days. These follow-up visits will help you know what steps to take and help prevent future stays in the hospital. Your Case Manager can help get you ready for these visits by:

1. Setting up the follow-up visits.
2. Making sure you have the right forms.
3. Arranging rides to provider visits and pharmacy.
4. Helping you take medications as prescribed.

Helping You Make Sense Of Your Benefits

Knowing what's covered in your plan can help you or your child get on track to better health. Your Case Manager will help you make sense of all the benefits and services in your plan.

Some key benefits are:



Free Rides

You can get free rides to follow-up visits with providers. You can also get free rides to the pharmacy to pick up medications.



Rewards Program

You can earn reward dollars for completing healthy activities, like yearly well-visits, and more!

**Rewards are subject to change. Rewards may vary by age, gender and health needs. Rewards earned in the current year will expire in Mid-December of the following year. If you are no longer a TrueCare member, your access to the rewards portal will be deactivated and any unused rewards will no longer be available.*



24-Hour Nurse Advice Line

Use this 24/7 hotline to get any answers to any urgent health-related questions. Our team of registered nurses is here to help! Call us at **1-833-687-7321 (TTY: 711)**.

Have other questions about what to do after being released from the hospital?

Call Member Services at **1-833-230-2050 (TDD/TTY: 711)**, Monday through Friday, 7 a.m. to 8 p.m., Central Time (CT).