



INFORMED'S MEDICAL MANAGEMENT TEAM CAN MAKE A POSITIVE DIFFERENCE IN YOUR LIFE

- **Healthy Living Is What We Are All About.** We serve as your health care coach. Our primary goal is to help you live a healthier life. If you or a covered family member is living with a chronic or complex medical condition, a personal nurse can be assigned to help coordinate and address your or your loved one's health care needs.



- **Collaboration Is the Key.** Our goal is to create a three-way team between you, your physician, and one of our expert nurses to collaborate, discuss and implement a care plan that will promote wellness and health.



- **Promoting High Standards of Care.** Because we care about your health, we review how you are doing in relation to national standards for managing your particular medical conditions. Our goal is to promote quality-based treatments at the right time in the right place. We can work with your physician to develop a care treatment plan for your specific health care needs that meets or exceeds national standards.

- **Knowledge is Power.** We have important health information that we can share with you and your physician. For example, InforMed can:
 - Create a personalized and confidential electronic health record (EHR) that aggregates and can track your health care history;
 - Use tools that can actually predict some of your future health care needs;
 - Measure your previous medical treatments, diagnostic tests and prescriptions to determine if your current treatment plan meets national standards for particular conditions; and
 - Develop a customized care treatment plan that factors in all of your conditions and illnesses with specific goals outlining how you, your physician, and InforMed's nurse can work as a team to help you get better and keep you living a healthy life.

- **Promoting Community Resources.** InforMed's goal is to help find the best care possible care for you based upon the options offered to you through your health plan. In addition, InforMed nurses will work with you and your family members to identify community resources to further support your goals for healthy living.



Frequently Asked Questions

Who is InforMed?

Over the past 10 years, InforMed has become a health care leader by working closely with individuals, physicians, hospitals, health plans and others to promote enhanced clinical outcomes and reduce health care costs. InforMed drives health care improvement through the effective use of information systems and innovative medical management solutions that improve health outcomes, transaction efficiency, and financial performance. InforMed is a private company doing business in over 42 states. Currently, we are supporting the care for over 250,000 Americans through our medical management programs.



Can InforMed make a difference in your life?

If you are chronically ill or suffering from complex medical conditions, InforMed can help you and your physician by providing you a comprehensive snapshot of your particular medical conditions and previous treatments. In addition, InforMed can provide guidance and insights on how to improve your health. Our goal is to work with you and your physician to help develop and support a customized care treatment plan for you. Of

course, your willingness to participate in the InforMed medical management program is key to achieve a successful outcome.

What does “medical management” mean?

InforMed offers a number of medical management programs, which are sometimes referred to as “case” or “disease” management services. Medical management is a process in which a clinician collaborates with you and members of your treatment team to assess your needs, plan for the services that need to be put in place to help address those needs, and then coordinate the services that have been identified. In addition, the InforMed nurse works with you and your health care team to evaluate whether the services are meeting those needs. If they are not, services are adjusted so that your health care goals are met.

How does InforMed make contact with me?

InforMed will call or write you to convey key information about the medical management program that we are offering on behalf of you and your health plan. If you are identified as a possible candidate for medical management support, a nurse will call you to discuss your health care needs. We also might contact your physician to discuss enhancing your care treatment plan. InforMed looks forward to the opportunity to work with you in a confidential and professional manner. Our goal is to help you live a healthier life!



Is participation mandatory?

No. InforMed’s services are optional and voluntary. We will not enroll you in any of our medical management programs without your consent

Can I change InforMed Nurses?

Yes. If for some reason you are not happy with your InforMed nurse, a new nurse will be assigned to you.

How does InforMed collect my health care information?

InforMed collects health care information from your medical claims history, from your physician(s) and through conversations with our nurses. The confidentiality of this information and your privacy is a critical aspect of the process. Your personal health information will not be disclosed to any outside third parties without your consent.

Do the InforMed services cost me anything?

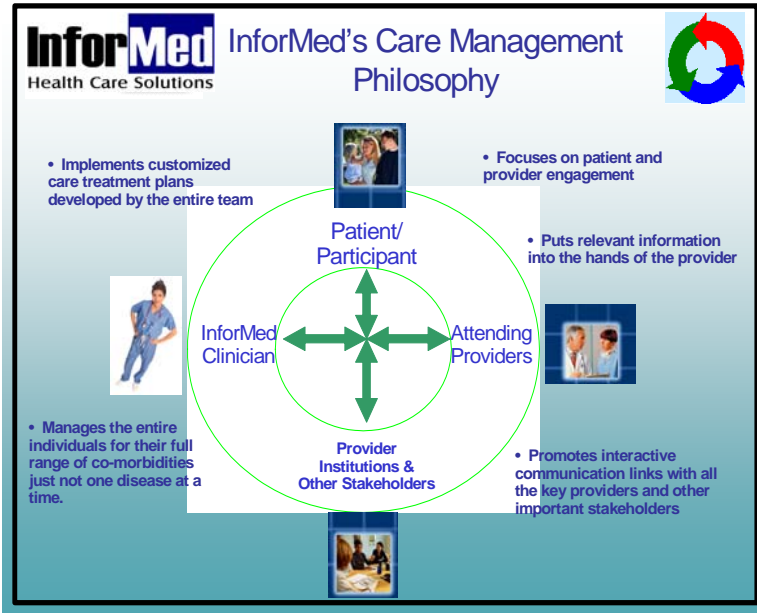
No. InforMed’s medical management services typically are paid by the health plan sponsor.

How does InforMed get paid?

InforMed is paid by the health plan sponsor to work with individuals and their families to promote wellness, and help coordinate chronic and complex medical conditions. By hiring InforMed, everyone benefits from our medical management programs because a healthier group means happier individuals and lower costs for everyone. InforMed typically charges an hourly professional fee for its services and does not receive any “bonus-type” payments for reducing costs.

Why should I trust InforMed?

InforMed has been in business for over a decade serving many thousands of Americans. InforMed’s operations are regularly reviewed by practicing physicians, including InforMed’s Medical Director Committee made up of national experts. InforMed’s clinical team also is made up of 50 full-time nurses, who are credentialed and certified through state laws and professional groups. In addition, InforMed uses an independent group called the Medical Review Institute of America, with over 700 specialty physicians, to review decisions that we have made about your health care. InforMed medical management operations are accredited by a national quality organization, called URAC.



How can I contact InforMed?

Call InforMed at:

- Telephone: (410) 972-2064
- Fax (410) 972-2044

Write InforMed at:

IMMS Customer Service
1596 Whitehall Road
Annapolis, MD 21409

Who are some of the key staff at InforMed?

- Mitch Davis, President and CEO, InforMed Health Care Solutions
- Harry Spring, Chairperson, InforMed Medical Management Services (IMMS)
- InforMed Medical Management Services (IMMS) Team
 - Michael Hattwick, MD, Medical Director
 - Mary Ellen Gervais, RN, Vice-President of Clinical Operations
 - Beverly David, RN MBA, Director of Clinical and Financial Integration



InforMed's Medical Management Team