

## Welcome to PHM

Navigating a serious or complex medical condition can feel overwhelming, and we understand how challenging it can be to make informed decisions about your health. Private Health Management (PHM) is here to provide expert guidance and support, ensuring you feel informed, empowered, and cared for every step of the way.

## How it Works

PHM can help you navigate the health care system when facing complex medical conditions. Think of us as your clinical advocate, helping you access the best possible care. We simplify the healthcare process so you can focus on your health.

- **An Added Resource that Does Not Replace Your Existing Doctors:** PHM is a supplemental service and does not replace your relationship with your doctors. We work together with your doctors and can identify additional or alternative specialists when needed.
- **Enhanced Access at No Additional Cost:** This benefit complements your health plan, granting access to specialized clinical and research resources at no additional cost to you. Visits to your physician, urgent care, emergency room, or hospital will still be covered by your health plan.
- **Personal Care Team Dedicated to You:** A Personal Care Team will be dedicated to your care. The PHM team consists of experienced healthcare professionals, including clinicians, research scientists, care coordinators, and medical records specialists.
- **Virtual Support, Anywhere, Anytime.** PHM's Personal Care Team supports you virtually – using phone, video conferencing (Zoom), emails, and texts – tailored to your preferences and schedule. In addition, a PHM on-call clinician is available 24/7 if you need urgent support after hours.

To help you understand how PHM can support you and your family, we've compiled answers to frequently asked questions. Explore the questions below to learn more about how PHM can make a difference in your health journey.

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## Frequently Asked Questions

### When to Engage PHM

#### When should I engage PHM?

If you've been diagnosed with a serious condition, are overwhelmed by treatment options, want to ensure you're getting the best possible care, or have general questions about this service, contact PHM – we're here to support you.

#### What medical conditions do you support?

PHM supports serious and complex medical conditions including autoimmune diseases, brain injuries, cancer, cardiovascular disease, chronic conditions that are not well controlled by treatment, gastrointestinal disorders, gynecology and infertility, musculoskeletal disorders, neurological / neurodegenerative conditions, pediatric

conditions, infectious disease, pre- and post-operative care, and much more. If you have a condition not listed here or you're not sure whether you qualify, please reach out to PHM.

**I was recently diagnosed with a serious condition. Can PHM help me?**

Yes. PHM will guide you step-by-step from the moment of diagnosis, helping you understand where to start and what your options are, so you feel prepared and supported.

**I was diagnosed a while ago, and am already on a treatment plan – should I still reach out to PHM?**

Yes! Even if you are already established with your treating physician and on a treatment plan, PHM can still help ensure you are getting the best care and support possible both during and after treatment.

**I'm confused about my diagnosis and overwhelmed by treatment options. Can PHM help me?**

Yes. PHM will ensure you've been properly diagnosed, educate you on your condition, and discuss the pros and cons of each treatment option so that you can make an informed decision about your health.

## How to Communicate with PHM

**How do I contact PHM?**

You can contact PHM by telephone at **1.310.248.4050** or **1.833.240.4160** (*toll free number*) or send an email to the company specific email address provided to you by your Human Resources department. If you are calling from outside of the United States, please remember to use your country's international prefix code before dialling PHM's toll-free number.

**Who do I speak to when I first reach out to PHM?**

When you first reach out to us, you will speak to a PHM clinician who will ask you questions about your health as well as describe our service and answer any questions you may have. If comprehensive clinical support is appropriate, the clinician will connect you with a dedicated Personal Care Team from PHM.

**Who makes up PHM's Personal Care Team?**

PHM's Personal Care Team is made up of experienced healthcare professionals, including clinicians, research scientists, care coordinators, and medical records specialists. Each team member is trained to provide personalized support, advocacy, and expert guidance to ensure you receive the best care possible throughout your health journey.

## Navigating Treatment and Care

**How does PHM work with my existing healthcare providers?**

PHM collaborates seamlessly with your current healthcare providers. Think of PHM as the conductor and your treating physicians as members of the orchestra – each individual physician may be excellent at their particular specialty, but your care may still suffer if your physicians are not working in perfect harmony together. PHM helps to ensure everyone on your team is well coordinated and has the information they need to provide you with the optimal care. Some examples of how we do this: we share your medical records and health history across providers, schedule appointments on your behalf, and recommend promising treatment options your provider may not have considered. Whether working alongside your current doctors or helping you find new specialists when needed, we ensure your care is comprehensive and well-coordinated.

**Can you help me find specialists or second opinions?**

Yes. We can connect you with top specialists and arrange second opinions to help you feel secure and well-supported in your treatment choices.

**Can PHM help me coordinate care among multiple specialists?**

Yes. Our team assists with scheduling and coordinating care across all your specialists, ensuring seamless communication and reducing the stress of managing multiple providers.

**I am uncertain on how to talk to my family about my diagnosis. Do you offer counselling services?**

We provide resources and guidance to help you navigate conversations with family and friends about your diagnosis in a way that feels comfortable for you. Our team includes child life specialists who can assist in addressing the unique needs of your children during this time. Additionally, we can also help identify a counsellor or therapist in your area to help you establish care and ongoing support.

**Can PHM help me learn more about cutting edge treatment options?**

Yes, absolutely. At PHM, we stay up-to-date on the latest in medical advancements and will identify cutting edge treatment options available to you. We know that precision medicine can greatly improve outcomes for those living with a serious condition, and we will work to identify the treatments that are most likely to help you get well and stay well. Our team will ensure you have access to all possibilities that may support your care.

## Managing Health Information and Communication

**I'd like help organizing my medical records – can PHM assist?**

Yes. We can help you compile and manage your medical records, making it easier to share your health history with your providers.

**What if I feel overwhelmed about the amount of medical information I am receiving? Can PHM's Personal Care Team help me?**

Yes. Your PHM team will organize, simplify, and review your medical information with you, breaking down complex details so you feel in control.

**I'm uncertain about what questions to ask during a medical appointment. Will a member of the Personal Care Team attend the appointment with me?**

The Personal Care Team uses many tools to help you feel prepared and organized for your medical appointments. For example, we can prepare a personalized list of questions for you to have for your appointments. In some cases, we can also attend appointments with your doctor virtually.

**Can someone from the Personal Care Team help me communicate my concerns or questions with my healthcare provider?**

Yes. PHM serves as your advocate, working closely with your healthcare team to ensure your concerns are addressed, and your questions are answered.

## Aftercare Support

**What happens after my treatment is complete?**

PHM may continue to support you by monitoring your progress, coordinating follow-up care, and helping you manage any ongoing needs or side effects.

**Can PHM help with managing side effects or lifestyle changes?**

Our team works with your doctors to manage any side effects you may be experiencing. In addition, we may suggest lifestyle changes that can support your overall health after treatment.

General Information about Costs

**Is there a cost for PHM services, or is it included in our insurance?**

This benefit is a supplement to your current health plan available at no additional cost to you.

**Will you provide financial guidance on healthcare costs?**

We will ensure you receive the best care possible from doctors who are in network with your insurance company and using therapies that are covered by your insurance plan. If PHM believes you will substantially benefit from going out of network or using a therapy or diagnostic not covered by your health plan, we will discuss the costs with you in detail and in some cases provide you with the scientific evidence to submit to your insurance company for coverage. It's important to note that PHM does not support claims related questions or issues that are purely financial in nature.