



# Primary Care Connection



If you are an AulCare member, you have access to a registered nurse at no cost to you. AulCare's Primary Care Connection (PCC) team consists of registered nurses who serve as the link between you, your physician and the health plan. PCC nurses are available in your physician's office and they advocate for you. The PCC nurse can assist you with navigating the complex healthcare system by promoting quality and cost-effective outcomes through assessment, planning, coordination, education and referrals.

## Goals of the PCC Program

- ✓ Establish a personal relationship as your advocate.
- ✓ Ensure your needs are met in a cost-effective manner
- ✓ Provide tools and encourage accountability and responsibility to ensure positive outcomes promoting a healthy lifestyle.
- ✓ Program focus on managing patient populations more effectively and efficiently to improve clinical outcomes and decrease overall cost and utilization.

## What can the PCC program do for you?

- Provide education and resources to help you manage chronic conditions.
- Work with you and your family to identify needs that require community resource referrals.
- Educate on medication use, tips for adherence, cost concerns and pharmacy involvement for review as needed.
- Assist with coordination after hospital discharge, physician follow-up, therapies, Home Health Care and other long term care assistance.
- Meet with you at your physician's office in person for personalized attention.
- Provide guidance and support with insurance needs.

## Contact Us

330-363-6360 | 1-800-344-8858 (TTY 711)

[www.aulcare.com](http://www.aulcare.com)

You have the right to assistance and information in your language at no cost. To speak with an interpreter, call 330-363-6360 (TTY 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 330-363-6360 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 330-363-6360 (TTY : 711) 。 AultCare/Aultra complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.