Personalized Help for Your Patients

Care Managers give our HealthierLife (Health and Recovery Plan – HARP) members personalized help. They help to:

- Coordinate their care
- Follow up with providers
- Speak with family members or trusted peers

To speak with a HealthierLife Care Manager, please call **1-888-FIDELIS (1-888-343-3547), extension 16077**. For help with non-HealthierLife Fidelis Care behavioral health patients, please call **extension 16072**.

Learn how your patients can receive:
- Involvement from Family and Friends
- Care that Meets Their Cultural Needs
- Access to Support Groups
Providers can empower their patients to take better care of themselves. By improving the member experience, providers can strengthen the bond with their patients. A close patient-provider relationship has been shown to result in better health outcomes.

In a recent Fidelis Care survey of behavioral health members, we found a positive overall experience. We also found the following three key areas for improvement:

1. **Involvement of Family and Friends**

   Members want to have their family and friends involved in their care. Please speak with your patients about how their loved ones can participate in their treatment. A trusted person could:

   - Go to visits with them
   - Help them follow their treatment plan
   - Identify side effects
   - Provide emotional support

2. **Care that Meets Their Cultural Needs**

   The cultural fit is often shaped by a patient’s age, gender, sexual orientation, religion, income, or ability status. Ask your patients what their cultural needs are. They can include:

   - Speaking to someone in their language
   - Getting health resources in their language
   - Seeing a provider of their gender
   - Having mobility accommodations

3. **Access to Support Groups**

   Encourage your patients to use all the resources available to them. In the survey, members expressed interest in support groups. Support groups can help your patients:

   - Talk to people who understand them
   - Feel connected to a community
   - Learn skills to support their health journey
   - See firsthand how treatment has helped others