

CAP Program Overview:

BAC's CAP program is an expansion of our WIN program and is specifically designed to assist you with chronic or complex medical conditions. Our Care Advocacy Pathway advisors work with you so that you can understand your condition and work toward achieving optimal health.

ASK OUR NURSE:

BAC understands that medical information can sometimes be confusing; because of this we offer the services of our nurse advisors to you free of charge. Contact our ASK OUR NURSE line if you have questions regarding medical diagnoses, prescription drugs, alternative providers, or other health concerns.

NURSES AVAILABLE FROM 8-5 ET:

800-521-2654 (ext. 3150 or 3156)



BAC has selected Edgepark® Surgical as our specialty provider for disposable medical supplies including supplies for Diabetes, Ostomy, Asthma, and Weight Management. BAC's association with Edgepark provides for free diabetic meters and discounted health care supplies.

ORDER ONLINE AT:

www.edgepark.com/bac/

EDGEPARK CUSTOMER SERVICE:

800-321-0591 (8:30am-8:00pm ET.)



NOTE: BAC'S CAP AND CARE MANAGEMENT PROGRAMS ARE NOT INTENDED TO REPLACE THE MEDICAL ADVICE OF YOUR PHYSICIAN.

Need more information?

Learn more about this and everything related to your benefit plan by visiting...

www.bactpa.com/quantum



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Reynoldsburg, OH 43068-2756

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Reynoldsburg, OH 43068-0107

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<http://www.bactpa.com>

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toll free: 1 (800) 521-2654

office hours:

8 AM - 6 PM [EST]

Monday - Friday

Voice mail is available 24-7

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bac/cap

BAC's Care Advocacy Pathway
to better health

Support for patients
who are concerned
about a medical
condition, or have
recently learned that
an apple a day just
isn't enough...



bac

Business Administrators & Consultants, Inc.

Are you concerned about an existing medical condition and how you can best cope with it?

BAC's Care Advocacy Pathway advisors can assist you in taking advantage of the many free programs available through your health plan.

Once you learn you have a medical issue, how do you know what to do?

BAC's CAP advisors are here to help you take the next steps in achieving optimal health. Our CAP advisors are trained to help you understand the complex medical system and to take advantage of the many services available to you and your family members.

How do I know if I am eligible to participate in the CAP program?

There are two ways that you can participate in the program. The first is a direct referral from one of our CAP advisors, who continually review medical and prescription drug claims. If they determine that you are eligible, you will receive a letter inviting you to participate in the program. Additionally, you may refer yourself if you think you may benefit from the program. A self-referral may be made by contacting one of our CAP advisors directly at 1-800-521-2654 or by sending an email to cap@bactpa.com. A CAP advisor will contact you to review your medical information and discuss your participation in the CAP program.

The CAP program is designed to work in cooperation with your existing medical team.

- The role of your physician is to diagnose and prescribe treatment for your medical condition.
- The role of your CAP advisor is to help you understand your doctor's directions through the use of lifestyle coaching, diagnosis education, predictive modeling and care coordination.
- Your role is to work with your CAP advisor and medical team to understand what you can do to achieve the best possible results.

A CAP advisor will:

- Identify your overall needs by evaluating your condition, treatment plan and medications.
- Help you understand the goals and expected outcomes of your treatment, services and benefits.
- Act as your advocate by coordinating the parties involved in your health care treatment plan.
- Provide assistance in accessing the services you need when you need them.
- Evaluate & monitor your progress.



"You were readily available, truly cared and worked diligently with myself and my patient's spouse to meet the patient's needs – I have to say this was a definite change for me when working with insurance companies"

► LINDA – LICENSED SOCIAL WORKER IN OHIO

Advanced Care Management:

From time to time you may need more attention than is provided in the standard CAP program. For example, you could be facing a critical illness and/or lengthy hospital stay. On these occasions you may be referred to our Advanced Care Management program. As part of the CAP plan the Advanced Care Management program provides you with the following:

- Access to centers of excellence and/or specialty care facilities
- Discharge planning
- Alternative treatment options
- Specialized care strategies
- Diagnosis education to family members

BAC's Advanced Care Management is an extension of the CAP program, and as such, we continue to act on behalf of you and your family as an advisor, advocate, facilitator and educator. This assures that you understand the options available and allows you to take advantage of any special programs and discounts.