



Frequently Asked Questions: The Let's Work Together Program

Facing a long-term chronic illness or other complex health issue can take a huge toll on you and your family. You may feel overwhelmed by all of the information available online and elsewhere. The Let's Work Together program was designed specifically to ease your worries and assist you every step of the way, so you'll have extra support if you or a family member has a health issue.

What is the Let's Work Together program?

If you or a family member is facing a health issue — for example, diabetes or coronary artery disease, an injury or hospitalization, a cancer diagnosis or transplant surgery — this program provides you with access to a registered nurse to work with by phone. The nurse can help you take full advantage of the resources already available to you, tell you about additional services that may be helpful and send you educational information in the mail. The nurse can also answer your questions about your health or condition.

Why is this program being provided?

The Let's Work Together program is offered so you'll have added information and support if you or a family member has a chronic condition. It's important that you have the tools and resources you need to take an active role in your health care.

Will this program cost me any money?

No. The Let's Work Together program is offered at no additional cost to you or your family as part of your Synopsys benefit plan.

How do I participate?

Enrolling in the Let's Work Together program is easy. If a nurse calls, all you have to do is accept the invitation to join.

When would a nurse contact me?

A registered nurse may call you if you have an existing chronic health condition. Examples of conditions that a nurse may contact you about include diabetes, coronary artery disease and heart failure.

In addition, a nurse may contact you if you have a health issue that may require extra attention, such as pending hip or knee surgery.

How will a nurse know who has a chronic condition?

Your recent prescriptions, doctor visits or hospital stays can indicate when the Let's Work Together program may benefit you. Rest assured that your health information will be kept private in accordance with your health plan's privacy policy.

What sort of help can a nurse provide?

The nurses will work with you to help manage your condition by providing information, connecting you with resources and giving you tips for working with your doctor more effectively. They also can help you follow your treatment plan and manage your symptoms to avoid complications. Think of the nurse as a partner, working on your behalf to help you feel your best.

What qualifications do the nurses have?

All the registered nurses in the Let's Work Together program have years of clinical experience. Additionally, some may have extra expertise in working with people who have an ongoing health condition and people who are facing a complex health situation.

What if I prefer to talk with my doctor about a medical concern?

None of the services offered by the Let's Work Together program are meant to take the place of your doctor's care. In fact, these programs are meant to complement and reinforce your doctor's instructions. With the Let's Work Together program, participants will have access to registered nurses 24 hours a day, seven days a week. These nurses can give you self-care tips and help you determine whether to treat a health issue at home — possibly saving you from a doctor or emergency room visit.

Do I have to participate?

The Let's Work Together program is an entirely voluntary program. If you choose not to participate, simply tell the nurse that you don't want to enroll.

Will the Let's Work Together program information be kept private?

Your privacy is important. The Let's Work Together program will protect your privacy in accordance with your health plan's privacy policy. If you're concerned about how your health information is protected, you can ask the nurse about it before sharing anything personal.

Is the Let's Work Together program available to all employees?

Yes. But remember, nurses will reach out to you only if your health may benefit from targeted outreach.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The material provided through this program is for your information only. It is provided as part of your health plan. Program nurses and coaches cannot diagnose problems or suggest treatment. This program is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This is not an insurance program. It may be discontinued at any time.

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