



The Dignified Decisions Program For EmblemHealth, GHI and HIP Members

During a time of advanced illness, one is often faced with making important personal, financial, and health care decisions—all at once. These decisions commonly leave one overwhelmed, confused, and unsure of where to turn for support and the knowledge to make sense of it all. You and your family are not alone. EmblemHealth is here to help.

EmblemHealth's Dignified Decisions program is your resource to guide you through the difficult process of planning end-of-life care.

We fully understand the importance of maintaining personal dignity and a sense of well-being even in times of crisis. A Dignified Decisions program specialist, specially trained by the NHPCOF, is available to facilitate the discussion and help you begin your planning process.

COORDINATING CARE AT A TIME OF ADVANCED ILLNESS

Group Health Incorporated (GHI), HIP Health Plan of New York (HIP), HIP Insurance Company of New York and EmblemHealth Services Company, LLC are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.

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Dignified Decisions

COORDINATING CARE AT A TIME OF ADVANCED ILLNESS

We Provide

COORDINATED CARE

Our specialists organize and coordinate your care amongst physicians, facilities and community associations to help you receive an effective, comprehensive care plan that meets all your needs.

COMPASSIONATE SUPPORT

Our specialists dedicate themselves to preserving your quality of life during this time, including respecting your personal wishes, keeping your family or support person(s) involved in care decisions, and making sure you know about all available support services.

COMPREHENSIVE EDUCATION

Our specialists not only make sure that you understand your health care options, but we also provide educational materials and access to related resources regarding advance directives, financial/estate planning, guardianship, and caregiver information.

Care Options Available To You

There are many care options available through the EmblemHealth Dignified Decisions program. You do not need to decide on one option. Our program specialists can explain the full range of options which might be right for you and create a custom care plan to suit your needs.

TREATMENT EVALUATION

If you require assistance in determining what treatment is appropriate for you, we will work with your physicians and health care practitioners to ensure that you receive all the information you need to make decisions about your course of treatment.

CASE MANAGEMENT

If you are having difficulty accessing health care or social services, or are struggling to cope with your illness throughout your chosen treatment, our intensive hands-on Case Management program

might be right for you. Our case managers will work with you and your family to coordinate all aspects of your care.

We also offer a Quality of Life Care program that provides specialized case management to members that have an advanced cancer diagnosis and are currently undergoing treatment.

HOSPICE CARE

Hospice provides specialized care and support at a time of advanced illness, and can be administered in your home, at a designated hospice facility or in a nursing home. If you are confronting advanced illness and choose to forgo treatment in favor of comfort care, then hospice may be right for you. To receive hospice care, you will need to elect your hospice benefit.

PALLIATIVE/COMFORT CARE

Once you elect your hospice benefit, you may receive palliative care. If you need relief from painful or distressing symptoms, pain management and symptom-control may improve the quality of your life. Our specialists can facilitate palliative care wherever you may be—at home, in a hospice facility or in a nursing home.

EMOTIONAL SUPPORT

Coping with any illness can be difficult. Coping with an advanced or life-limiting illness can be especially challenging for all involved. It is important to remember that it's normal for you and your caregivers to experience despair, anger, depression, fear, or grief. However, if these emotions become overwhelming and interfere with your ability to manage day-to-day activities, we can help.

FOR MORE INFORMATION

You don't have to make these choices alone. For more information on the care options available to you, please contact a *Dignified Decisions* specialist.

PHONE: 1-800-447-8557

E-MAIL: DD@emblemhealth.com



Materials Available From EmblemHealth's Dignified Decisions Program

You may request the following NHPCOF literature from one of our Dignified Decisions program specialists. The specialist will offer further guidance about how these materials can assist in your advanced planning.

Living with a Serious Illness

Managing Your Pain

Palliative Care*

The Basics of Hospice Care*

Planning for Long Term Care*

Conversations Before the Crisis

Communicating End-of-Life Wishes*

Health Care Agents: Appointing One

End-of-Life Decisions: Clinical Issues*

End-of-Life Decisions: Advance Directives*

A Guide to Grief

Coping with Loss*

There is No Right or Wrong Way to Grieve After a Loss

Loss and Grieving: Helping Children Through Difficult Times

Loss and Grieving: Helping the Elderly Through Difficult Times

FOR THE CAREGIVER

When Someone You Care About Is Seriously Ill

A Guide for Working Caregivers

The Dying Process:

A Guide for Family Caregivers

When Someone You Love is Very Ill...

Ask Tough Questions

Loss and Grieving:

Helping Caregivers Through Difficult Times

Care for the Family Caregiver: A Place to Start

* National Hospice and Palliative Care Organization
www.nhpco.org

* Available in Spanish