

Disease Management interventions include:

- Assessment of the individual's understanding and readiness to change;
- Providing the Member with information specific to the Member's condition;
- Using motivational interviewing and supportive interaction to address barriers to treatment including access, transportation, financial, and cultural, religious, and ethnic beliefs;
- Encouraging Members to be proactive in their care;
- Collaboration around goal setting and expected outcomes;
- Identifying and resolving potential barriers to optimal self-management;
- Serving as liaison to coordinate other services including website tools and community resources;
- Participating in collaboration and communication between the Disease Management Specialist, the Member's medical home, the Behavioral Health Provider (with Member consent), and other Care Management Team members; and
- Preventing complications.

With the Member's permission, Providers can also access the Member's record, serve as a resource, and enter information important to the Member's care. CareAdvance manages individual health records for Members and allows Members and their Care Management Team to communicate in accordance to federal regulations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).