carelon

# Palliative Care

Comfort, guidance, and care you can count on

1082962MUKENCRL 04/25

# Carelon Palliative Care helps improve the quality of life for people **at any stage** of a serious illness or condition.

Welcome to Carelon. Living with a serious illness is never easy, but you don't have to do it alone. Carelon Palliative Care offers an extra layer of support, compassion, and guidance for patients and families at any stage of a serious or chronic illness. In coordination with your regular doctors, we help manage pain and symptoms, ease emotional stress, and bring clarity to your healthcare choices.

Whether your care happens at home or virtually, we're here to help you feel better and live more comfortably. This guide shares how to get started, how to reach us, and what support you can expect.

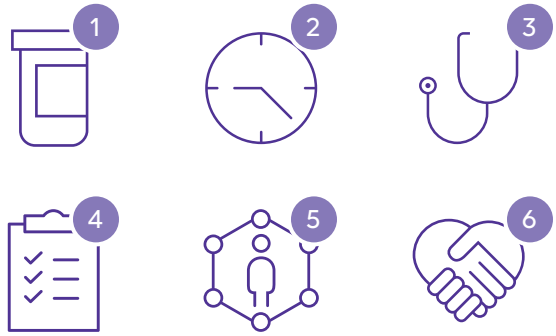
My Carelon care team name(s):

_____

They can be reached 24/7 at:

_____

## Carelon Pallative Care Support




**1:** Medication reconciliation
**2:** 24/7 support
**3:** Symptom monitoring and education
**4:** Goals of care
**5:** Care coordination
**6:** Social support

## Meet your care team

Carelon Palliative Care surrounds you with a team that truly cares. Your team may include physicians, nurse practitioners, registered nurses, and social workers. Everyone works together to create a plan that fits your needs and goals.

We support you medically and emotionally, making sure your care is coordinated and your voice is heard. Whether you're talking to us in person or through a video visit, we're focused on what matters most to you.

Find more information about your care team at:
**carelon.com/patients/palliative-care/our-care-team**

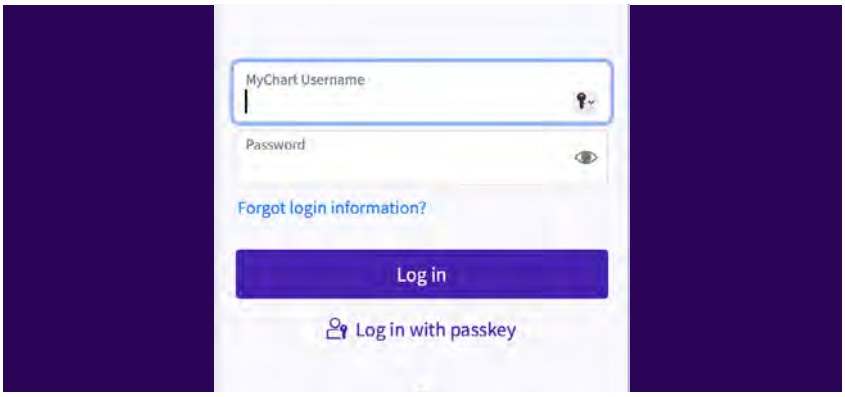
# How to connect to care

## 24/7 support

If you need help at any time, we're here for you. Our 24/7 support line connects you to a Carelon nurse or provider who can offer treatment, advice, or just reassurance when you're not sure what to do next.

24/7 Nurse Line: **844-232-0500**

Or find your local support number at:
**carelon.com/patients/palliative-care**




## MyChart patient portal

MyChart is your digital connection to care. It's a secure online tool where you can see test results from all your participating doctors, message your Carelon care team, schedule visits, and manage your health info — anytime, anywhere.

Learn more and set up your account at:
**carelon.com/mychart**

## Telehealth and video visits

**Log in to MyChart.** Use your username and password to access your account.

**Find your appointment.** Tap the Appointments icon on your home screen and select your upcoming video visit.

**Complete eCheck-In.** Follow the prompts to review forms, consents, or medical history.

**Test your device.** Tap Test Hardware to check your camera, microphone, and speakers.

**Join your video visit.** About 15 minutes before your scheduled time, tap the Join Video Visit button to enter the virtual waiting room.

# Share MyChart access with a proxy

A healthcare proxy is someone you trust to make medical decisions for you if you can't speak for yourself. Through MyChart, you can easily assign a proxy and share access to your medical info with them. Your proxy can:

- View your visit notes and test results
- Share information with your providers
- Help schedule visits and refill medications

Think about who you trust most with your care and talk to them. You can name them anytime in your MyChart account.

**For more information, visit carelon.com/mychart.**

# Resources for caregivers

Caring for someone with a serious illness can be overwhelming, but you're not alone. We're here to help caregivers with emotional support, practical tips, and coaching from our social workers and nurses. We also help families talk through difficult decisions and prepare for what may come next with honesty and care.

We offer:

**1:** Help understanding symptoms and care plans.
**2:** Emotional support and stress management.
**3:** Education on diseases and health conditions.
**4:** Guidance with appointments and paperwork.
**5:** Tools for safety and planning at home.

**Meet Dale.**

As a husband and caregiver, he opens up about the emotional journey of supporting his wife through illness — and how palliative care helped them both.

**carelon.com/perspectives/dales-story**

# Frequently asked questions

### What kind of care can I expect?

Carelon Palliative Care focuses on your whole health, in body, mind, and daily life. We aim to help you feel better, stay stable at home, and plan ahead with confidence. Our care includes:

- Managing symptoms like pain, fatigue, nausea, or shortness of breath
- Reviewing and adjusting medications
- Providing emotional and social support
- Helping with advance care planning and healthcare wishes
- Supporting family caregivers
- Coordinating with your other doctors to keep everyone informed
- Offering 24/7 access to our team for questions or concerns

### Is palliative care only for people who need hospice?

No. Palliative care is for anyone living with a serious illness, at any stage — not just at the end of life. It can begin as soon as you're diagnosed and continue alongside treatments meant to cure or manage your condition. Some patients improve with support and discharge from palliative care, returning to work or other life activities.

If your needs change over time, we're also here to help you and your family talk through next steps like whether hospice care may be right for you. When that time comes, we'll support a thoughtful transition to a trusted local hospice partner that respects your values and wishes.

### Do I keep my current doctors?

Yes. Our team works with your doctors and specialists to support your full care or treatment plan.

### What does it cost?

Most insurance plans, including Medicare and Medicaid, cover palliative care. You may have a small copay depending on your plan.

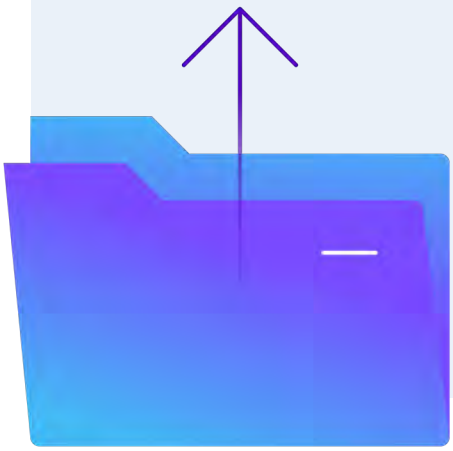
### What will happen during my visit?

We regularly visit with you at home or virtually to check in on how you're doing physically, emotionally, and medically. During each visit, your Carelon provider may take your vitals, review symptoms and medications, and work with you to build a care plan that fits your needs. While we don't provide daily help like bathing or dressing, we partner with your doctors to support you between appointments. You can also call us anytime if something changes or you need help.

# Next steps: Getting started

**We'll help guide you through every part of your palliative care journey. Once you've been referred to Carelon, here's what to do next:**

1. Schedule your first appointment.
2. Set up your MyChart account.
3. Complete any necessary forms online or ask for paper copies.
4. Talk with your care team about your goals and needs.
5. Meet regularly with your care team or call us anytime for 24/7 support.



Scan the QR code or visit carelon.com/mychart to access:

- HIPAA Privacy Authorization Form
- Telehealth/Video Visit Consent Form
- Notice of Privacy Practices Acknowledgement/Receipt
- Record Access Request
- Provider Consent for Treatment Form

## Notes

Scan to watch this video and learn what to expect from Carelon Palliative Care

carelon.com/startcare

# Notice of Privacy Practices

Review Carelon's Notice of Privacy Practices to understand your rights and how we protect your personal health information. Learn about HIPAA, state laws, and your privacy options.

To view the Carelon Notice of Privacy Practices, visit **carelon.com/nopp**

Questions? Call us anytime at **844-232-0500**.

carelon

carelon.com/palliativecare