



Dear [Member name]:

Welcome to Private Duty Nursing!

What is Private Duty Nursing Care Coordination? It is a program offered Highmark Health Options that can help you, the caregiver, to manage the medical needs of your child. It is our way of showing that we care about you and your child. We want to be a partner with you and your child's medical team as you face ongoing challenges.

The Private Duty Nursing Care Coordination program can help any Highmark Health Options member with complex health needs. We will:

- Assign a Care Coordinator to help you get the right care at the right time to meet your child's medical needs.
- The Care Coordinator will work with you to obtain paperwork needed to assist in the authorization/review process.
- The Care Coordinator will contact you to schedule a time to meet with you and your child in person or over the phone.
- The Care Coordinator will help you, your child, and your providers create an individualized care plan.
- The Care Coordinator will work with you, your child, and your providers to coordinate necessary services and obtain supplies.
- The Care Coordinator will keep in touch with you and your child by phone or face-to-face visits to be sure your child's needs are met.

The enclosed packet/toolkit includes the following items:

- PDN What To Expect
- Authorization of Disclosure for Health Information form
- Medicine safety information
- Advance directive information
- 24/7 Nurse Call Line information

Being a caregiver for someone with complex needs can be stressful. Your Care Coordinator is here to guide you and your child through this process. If you have any questions about the Private Duty Nursing Care Coordination program, please contact me. I am in the office Monday to Friday, from 8:30 a.m. until 5 p.m. If I am not in the office, you can leave a message on my private voicemail. I will call you back as soon as I can.

Sincerely,

Highmark Health Options is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross Blue Shield Plans.