

### Nondiscrimination statement

UPMC Health Plan, on behalf of itself and its affiliates, complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

### Translation services

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228 (TTY: 711)。



**Better health is a team effort**  
KnovaSolutions is here to help



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KnovaSolutions provides a pathway to better health by offering the right information at the right time.

### Managing health care issues can be a full-time job

KnovaSolutions can connect you with a clinical support team to help you understand and manage your medical care, treatments, and medications. This service is available to you and your family through your employee benefits package at no cost, and it is completely confidential.

### Who we can help

KnovaSolutions supports you and your family when you are facing health situations like these:

- You're seeing different doctors for different conditions.
- You're taking multiple prescription medications.
- You don't have a strong relationship with your primary care provider.
- You're often out sick for days at a time.
- You're not sure what to do to feel better.

### What we do

KnovaSolutions takes a person-centered approach that goes beyond illness and injury. You'll have access to a support team that includes a nurse, pharmacist, and medical research librarian. You'll work closely with a single KnovaSolutions representative assigned to assist you, and you'll build a strong relationship with them as you all work together to address your specific concerns.

Your representative and support team will provide important information, support your medical journey, and offer expert advice so you can make the best possible decisions. Your team will develop plans to improve your overall well-being by helping you navigate work-, family-, and school-related issues.

**These services are designed to enhance, not replace, the relationship you have with your provider.**

Your clinical team can answer questions like:

- What does my diagnosis mean?
- Where can I go for the best treatment?
- How do I get a second opinion?
- What are the risks and benefits of this surgery?
- How do I get a copy of my medical records?
- What lifestyle changes will improve my health?
- How can I decrease the stress in my life?

### How to get in touch with KnovaSolutions

If you are eligible for our services, KnovaSolutions will send you an introductory letter and set up a consultation with a clinical support nurse. You do not have to participate if you do not want to, and you decide if, when, and how often you want to connect with your team. The services are secure, confidential, and customized to fit your individual needs. To get in touch with us, call **1-800-355-0885** or email **[contactknovasolutions@workpartners.com](mailto:contactknovasolutions@workpartners.com)**.

