

KnovaSolutions

Frequently Asked Questions



What is KnovaSolutions?

KnovaSolutions® provides you with a clinical solutions team who can help you better understand and manage your medical care, treatments, and medications. This confidential and individualized service is easily accessible by telephone, email, and mobile app. Its holistic approach can help support you through health-related decisions. KnovaSolutions' nurses will provide access to health information and support you in making the best decisions for your health. It is offered by Immanuel at no cost to you.

For more information about this service, please visit us at knovasolutions.com.

Will my information be shared with anyone?

KnovaSolutions is completely confidential. No personal health data is shared with Immanuel. Any personal health information you provide to KnovaSolutions staff is maintained in accordance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy standards.

Who will be on my clinical solutions team?

Your team will be comprised of a nurse, pharmacist, certified diabetes care and education specialist, and medical research librarian. Your nurse or navigator

will contact you at home or work for a brief consultation. You can also contact your nurse or navigator at **1-800-355-0885** Monday through Friday from 7 a.m. to 7 p.m. CT or email us at contactknovasolutions@workpartners.com.

Is participation voluntary?

Participation in KnovaSolutions is completely voluntary. You can choose to stop using KnovaSolutions at any time. Of course, Immanuel hopes eligible members will take advantage of this benefit, but eligible members are not obligated to participate.

Who might benefit from KnovaSolutions?

Individuals and families who have many complex health care decisions to make would benefit from using KnovaSolutions. KnovaSolutions' nurses will talk with you about health care providers, medications, and quality-of-life issues. These services are intended to enhance, not replace, the patient-doctor relationship. Your clinical solutions team will educate you about the risks and benefits associated with the treatment options available to you so you can better communicate with your providers.