

Dear Patient,

INETICARE is the Disease Management Company used by Your Health Plan on behalf of your employer group to provide assistance to individuals and their families who may experience difficulties with certain medical conditions.

As **YOUR** Nurse Care Manager, here are some of the ways I can help you:

- Assist you through the confusion of the healthcare and insurance language to improve your knowledge of the health care system.
- Assure you have needed information and education about your specific health diagnosis and treatment options.
- Improve your ability to make informed decisions about your health care.
- Use medical information, and current scientific evidence to assure you are receiving state of the art treatment.
- Advocate for you with health care providers and insurers about your treatment, procedures, and medications.

I am sending you information regarding some healthcare issues. The information is a resource to help you learn about yourself, your body and your health.

When using any information or resources provided to you by any resource other than your primary healthcare providers, keep the following points in mind:

- **You should always investigate and verify any information you receive so that you can understand how it might or might not apply to your specific situation.**
- **You must always consult your physician regarding received health information and your specific health care issues.**

Remember, INETICARE Care Management is a **VOLUNTARY** service at **NO COST TO YOU** provided through the insurer as a benefit of your health plan. It is *not a "hands on" service, nor is it intended to interrupt or interfere with any care you are now receiving.* If you have further questions or require assistance coordinating your health care and wellness plans, please contact me or any of our nurses at 877-608-2200(toll free). Please accept my assurance that every effort will be extended on your behalf to ensure you optimal health.

Warm regards,

INETICO, Inc. /INETICARE

CARE MANAGER

Tel: 1-877-608-2200(toll free)

Fax: 1-813-514-8212

Registering a Complaint – If you are not satisfied with the services you are receiving or have any concerns, please notify iNeticare's Quality Assurance Supervisor via telephone 1-877-608-2200 (toll free), mail POB 10972 Tampa, FL 33679-0972, or email quality@ineticare.com to register a complaint.