1. How do I know if I'm eligible for UPMC Focused Care services?

If you are an original Medicare patient with 2 or more chronic conditions, including those listed below, you may be eligible:

- Alzheimer’s Disease and Related Disorders
- Asthma
- Atrial Fibrillation
- Benign Prostatic Hyperplasia
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Depression
- Diabetes
- Heart Attack
- Heart Failure
- Hip/Pelvic Fracture
- Hypertension
- Osteoporosis
- Rheumatoid Arthritis/Osteoarthritis
- Stroke/Mini Stroke

If you believe that you have 2 or more chronic conditions, even if they are not listed above, please call your primary care doctor (PCP).
2. How will UPMC Focused Care services help me?
   Once you start the program, your care team (i.e. PCP, nurse, diabetes educator, wellness guide, social worker, etc.) will work with you to create a personalized care plan. Participation in UPMC Focused Care allows your care team to give custom care each month. Your care team will work with you over the phone so that you do not have to make another trip to a doctor’s office.

3. Is this covered by my health insurance?
   Yes, this service is covered by Medicare. You may have a small, monthly copay if you do not have a supplemental, Medigap, or secondary insurance plan. We ask that you talk to your insurance company about coverage before you sign up for the program. If your supplemental insurance company does not cover the copay for this service, you will be responsible for the balance. You will only be charged for this service during months when your care team spends at least 20 minutes coordinating your care.

4. How do I sign up for the program?
   If you have visited your UPMC PCP in the last 12 months, you are eligible to be enrolled over the phone. To sign up for the program, you can either call your PCP office or sign up at your next PCP appointment. If you have not been seen by your PCP in the last 12 months, you will need to make an appointment before you can sign up. At the visit, your doctor will talk to you about the program benefits and a member of the team will sign you up for the services.

5. Does my doctor’s office offer this program?
   Offices are being added to this program on a rolling basis. Please call your PCP to see if it is currently available at your location.

6. What services are offered to me each month?
   Each month, a nurse from your UPMC care team will provide one-on-one management of your overall health. This includes phone calls, secure messaging via MyUPMC, medicine management, referrals to other doctors, and conversations with your other doctors and caregivers.

7. What is MyUPMC?
   MyUPMC is a secure, online patient portal, where you can conveniently and securely manage your health records and communicate with your doctor’s office using your computer, smartphone, or tablet. You can access some of the medical records that your doctors see, request prescription refills, send secure electronic messages to your doctor’s office, request and manage appointments, and view lab results at home.

8. How do I sign up for MyUPMC?
   If you have had a recent visit with your PCP, you should have received an access code at the end of your appointment. You can also ask for an access code at any time by calling your PCP. Sign up using your access code at MyUPMC.com.

9. What if I no longer want to be part of UPMC Focused Care?
   You may cancel your enrollment at any time by calling your PCP office and asking to be removed from the program.

To learn more about UPMC Focused Care services or to make an appointment, please call your PCP.

UPMC.com/FocusedCare