

# KnovaSolutions

## Frequently Asked Questions



## What is KnovaSolutions?

KnovaSolutions® is a voluntary health support program that's available at no cost to you through your employee health benefits. It can connect you and your eligible family members to a dedicated nurse who has access to a clinical support team with a pharmacist, dietitian, and others.

This team can help you:

- Cut through the confusion of health care decisions.
- Understand diagnostic test results and treatment options.
- Get answers to medication questions.
- Create health improvement goals.
- Learn about stress management techniques and more.

For more information about this service, please visit us at [workpartners.com/knovasolutions/about](https://workpartners.com/knovasolutions/about) or your benefit portal.

### Will my information be shared with anyone?

Any personal health information that you share with KnovaSolutions' staff will be maintained in accordance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy standards.

### Who will be on my KnovaSolutions team?

Your contact will be your personal nurse. If necessary, your nurse will consult with additional resources, including a pharmacist, certified dietitian, certified diabetes care and education specialist, and medical research librarian. Your nurse will contact you at home or work for a brief consultation. You can also contact your nurse at **1-800-355-0885** Monday through

Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 5 p.m. or email [contactknovasolutions@workpartners.com](mailto:contactknovasolutions@workpartners.com).

### Is participation voluntary?

Yes, participation in KnovaSolutions is voluntary. You can choose to stop using KnovaSolutions at any time. Of course we hope you will take advantage of this no-cost, valuable resource, but you 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 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.

### How will KnovaSolutions communicate with me?

KnovaSolutions uses several communication methods: email, app, phone, or telehealth. You can let your nurse know your preference. The initial phone call will come from **307-638-6500**. You may also receive an introductory email from KnovaSolutions about the program.

### My question isn't answered here. What can I do?

You can contact us at **1-800-355-0885** Monday through Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 5 p.m. or email us at [contactknovasolutions@workpartners.com](mailto:contactknovasolutions@workpartners.com).