



Frequently asked questions

Is this program confidential?

KnovaSolutions is completely confidential. No personal health data is shared with Emerson College, an edHEALTH member, and any personal health information you provide to the KnovaSolutions staff is maintained in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy standards.

What is KnovaSolutions?

Emerson College is offering a health information service, known as KnovaSolutions. This service is available to help you better understand and manage your medical care, treatments, and medications. This confidential and individualized service is easily accessed by telephone and provides a complete approach to support you with health-related decisions. KnovaSolutions' nurses will provide access to health information and support you in making the best health decisions.

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

Who at KnovaSolutions will provide the services?

These services are provided by a team of health care professionals (including a nurse, a pharmacist, and a medical research librarian). You will be contacted by your nurse at home or work for a brief consultation. You can also contact your nurse at 1-800-355-0885 Monday through Friday from 8 a.m. to 8 p.m. Eastern Time.

Is participation voluntary?

Participation in KnovaSolutions is voluntary, and you may choose to decline this service. Of course, Emerson College hopes eligible members will take advantage of this worthwhile benefit, which is being provided at no cost to you.

Who might benefit from KnovaSolutions? Individuals and families with many 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. Our nurses will educate you about the risks and benefits associated with multiple providers, tests, procedures, and medications to help you better communicate with your providers. These services are intended to enhance, not replace, your patient-doctor relationship.

your **Health**
your **Decisions**