

DON'T BE AFRAID TO ASK

Questions for before, during and after receiving care

RESEARCH SHOWS THAT PATIENTS WHO ARE MORE INVOLVED WITH THEIR CARE TEND TO GET BETTER RESULTS.¹

So, don't hesitate to ask health care providers questions even if it's a little uncomfortable. Your doctor is there to provide quality care that you can understand.




BEFORE A PROCEDURE

- What kind of surgery do I need and why?
- What might happen if I delay or don't have the surgery?
- How is the surgery done?
- What kind of anesthesia will be used?
- What costs are covered by my insurance and how much do I have to pay?
- How long will the procedure take?
- How successful has this procedure been for other patients?
- What are the benefits and risks?
- How much experience does the surgeon have with this procedure?
- Has the procedure been done often in this facility?
- What complications might develop?
- How long will it take to recover?
- How much pain can I expect after this type of surgery? How is it treated?



DURING A HOSPITAL STAY

- Why is this test or treatment needed and how can it help me?
- Is there any other information needed before this test or treatment?
- How will I receive the results of this test?
- Have you washed your hands?
This can be an important way for providers to prevent the spread of infections in the hospital/facility.


 Ask a family member or friend to be there with you and be your advocate. Even if you don't think you'll need help now, you might need it later.

¹Agency for Healthcare Research and Quality



AFTER RECEIVING CARE

- Can you fully explain my treatment plan and any medications prescribed?
Ask about brand and generic names for medications. You can save money by using generic drugs.
- What kind of care will I need at home after the surgery?
- Are there certain activities I should avoid after the surgery? If so, for how long?
- What symptoms should I watch for and report?

 A Wellmark representative may reach out to you to make sure you understand your discharge instructions, have a follow-up appointment scheduled and have filled your prescription(s).



Need help? No problem!

Wellmark has tools and resources to help you navigate the health care system and get the most out of your health care benefits.

Go online to myWellmark at Wellmark.com and choose:

- **My Benefits** to understand which services are covered under your plan.
- **Find a Doctor or Hospital** to help save money by going to an in-network provider.
- **Patient Review of Providers** to share your experience with your provider, as well as review feedback from other patients.



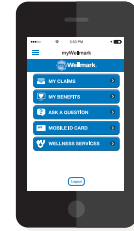
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844-84-BeWell

Real people. Real help. 24/7.

When you call BeWell 24/7, you'll be connected with a real person who can help you with a variety of health-related concerns. For example:

- Locate health care providers and facilities — whether you're at home or traveling.
- Estimate your costs for common medical procedures and services.
- Coordinate health care appointments, in-home health help and record retrieval.
- Discuss treatment options and answer your health and wellness questions.
- Make arrangements for community-based services you or a family member needs like in-home safety modifications, meals, medical equipment, transportation and more.

BeWell 24/7. It's real help from real people around the clock. Exclusively for Wellmark members.



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ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意：如果您说普通话，我们可免费为您提供语言协助服务。请拨打 800-524-9242 或（听障专线：888-781-4262）。

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).



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