



MyHealth Bundles: What to Know

What Is the Bundles Program?

MyHealth Bundles is an innovative and value-based approach to managing some of the most common and costly health conditions. By reimagining the delivery of care across three primary domains—clinical, financial and service—the program gives patients an unprecedented care experience and provides employers with more predictable costs and a healthier bottom line.

Who Is Eligible?

All actively enrolled VUMC* and Metro Nashville Public Schools (MNPS)** health plan beneficiaries

How Do Patients Get Started?

Eligible patients must first consult with a patient navigator to enroll in the program and schedule their first visit.

What Are the Overall Benefits of Bundles?

Duration and services vary by bundle, but these are benefits common to all:

- Concierge service with a patient navigator
- Enhanced scheduling
- Telehealth services
- Streamlined experience
- Predictable, affordable costs

Which Bundles Are Currently Offered?

These bundles are available now:

- MyMaternityHealth
- MySpineHealth
- MyHearing Health
- MyOrthoHealth—Hip & Knee Surgery
- MyWeightLoss Health—Surgical Weight Loss

Which Bundles Will Be Offered Next?

These bundles will launch on January 1, 2022:

- MyOrthoHealth—Osteoarthritis
- MyOrthoHealth—Shoulder Pain
- MyWeightLossHealth—Medical Weight Loss

*VUMC Aetna Select or Aetna Plus health plans

**MNPS Cigna health plan

More MyHealthBundles FAQs

How can staff reach the patient navigator?

Staff can send a message to the navigator via: P EPISODES OF CARE BUNDLES ADMIN [2100338100].

How do patients contact a patient navigator to get started?

Patient navigators are available during normal business hours from 8 a.m. to 5 p.m., Monday - Friday. Patients can reach a navigator in three primary ways:

Phone: (615) 936-BNDL (2635)

Online Patient Portal: MyHealthatVanderbilt.com

Online Scheduling at MyHealthBundles.org

Is the patient navigator a nurse?

No. The navigator handles patient logistics, not medical support. Existing clinical nurses will still serve as the source for patient calls related to medical concerns.

What happens if a patient wants a service not covered in the bundle?

The bundle does not limit a patient's access to any services outside of the bundle. If deemed clinically appropriate by the provider, these services will be covered by the patient's traditional insurance plan.

Where can I learn more?

Explore **MyHealthBundlesForProviders.org**, which provides helpful links to more specific details on individual bundles.

Questions?

Send us your questions at **BundlesQuestions.org** and a member of our team will follow up with you.