

PHM

Top 10 Most Frequently Asked Questions

What To Know About PHM's Complex Care Services

Welcome to PHM

We understand that navigating a serious and complex health condition can feel overwhelming. This FAQ provides clear answers to the questions members ask most often, so you can better understand PHM's Complex Care services and feel confident in your next steps.

1 Who is Private Health Management (PHM)?	PHM is a virtual healthcare navigation and advocacy service specializing in complex conditions, including cancer. PHM provides personalized support to help you navigate diagnosis, treatment decisions, and educate you on your condition. You'll be assigned a dedicated team of experts—including clinicians, PhD scientists, care coordinators and medical record specialists—providing ongoing guidance and support at every stage of your care journey.
2 How can PHM help me?	PHM provides personalized, comprehensive support for individuals facing serious or complex health conditions. This may include reviewing your diagnosis and treatment plan, coordinating second opinions, identifying leading specialists or care centers, organizing medical records, preparing you for appointments, explaining treatment options, and helping you make informed decisions with confidence. Your dedicated Personal Care Team stays alongside you to reduce stress and ensure nothing falls through the cracks.
3 When should I reach out to PHM?	If you've been diagnosed with a serious or complex health condition, feel overwhelmed by your care options, or have questions about your care or our services, reach out to PHM—we're here to support you.
4 How much do PHM's services cost?	PHM's services are an employer-sponsored benefit provided to you at no additional cost.

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5 **What should I expect when I first reach out to PHM?**	When you first reach out, you'll speak with a PHM clinician who will take time to understand your health needs, explain our services, and answer any questions you may have. If additional clinical support is appropriate, they'll connect you with a dedicated Personal Care Team.
6 **How does PHM work with my current doctor(s)?**	PHM works closely with your doctors to help coordinate your care. Think of PHM as a copilot—making sure everyone on your care team is aligned and has the information they need to support you. We do this by helping you schedule your appointments, sharing your key medical records across providers, and identifying additional treatment options for your doctors to consider. Whether working with your current doctors or helping you find new specialists, we help ensure your care is well-coordinated and comprehensive.
7 **How does PHM work with my insurance?**	PHM takes your insurance coverage into account when guiding your care. We work to align your treatment plan with the best in-network providers and covered services whenever possible. If there are situations where an out-of-network provider, facility or non-covered treatment may offer meaningful benefit, we'll walk you through those options, including any potential costs, so you can make an informed care decision.
8 **How is PHM different from other care coordinators offered through my insurance or hospital?**	PHM enhances the support you may already receive by providing independent, personalized guidance across your entire care experience. In addition to coordination, your PHM team of clinical and research experts helps you understand your diagnosis, explore treatment options, and navigate complex decisions—so your care is comprehensive and aligned with your needs.
9 **Will my information be kept confidential?**	Yes. Your participation is completely confidential. PHM operates independently and will only access or share your information with your consent.
10 **Can PHM support my spouse or dependents as well?**	Yes. In many cases, PHM's services are available to your spouse and dependents. Eligibility may vary based on your employer's benefit, so we encourage you to reach out to confirm coverage for your family members.

Get in Touch

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