Private Health Management

RRD BENEFITS
HEALTH | WEALTH | LIFE

Expert Guidance for Your Toughest Healthcare Challenges

Understanding Your PHM Benefit for Serious and Complex Health Issues



Who is PHM?

A benefit offered by RRD to support you and your family during serious health challenges

Private Health Management (PHM) is a national team of clinical and scientific experts who guide and support individuals and families facing complex or life-changing diagnoses.

We provide:

- Independent and unbiased guidance you can trust
- Expert, clinically-led support for complex care decisions
- Guidance focused on what's best for you—not the system

When the path forward feels overwhelming or unclear, PHM steps in with clear guidance and a plan—**at no additional cost to you**.

The Right Diagnosis, Better Treatment

Employer-Provided Benefit:
Hear Joanna's Story



Private Health Management

Your PHM Benefits at a Glance

From everyday health questions to complex medical conditions, PHM is here to help

Expert Guidance

When you're facing a serious diagnosis or complex medical decision.

- Gain access to specialized clinical and research resources.
- Better understand your diagnosis.
- Explore treatment options.
- Coordinate care as needed.
- Make informed decisions with confidence.

An Extension of Your Care Team

We work alongside your healthcare providers to enhance your care, offering independent guidance without replacing your doctors.

Family coverage

For those enrolled in an RRD National Medical Program option from BCBS, this benefit covers you, your spouse or registered domestic partner, and dependents under 26.

No additional cost to you

PHM services are available at no additional cost to you or your eligible family members.

Supporting You– The Right Way



- Treating Providers
- Expert Provider Referrals
- Emerging Therapeutics/ Clinical Trials
- Diagnostic Centers
- Pharmacies
- Hospitals/Academic Institutions

Care Service Coordinators

Medical Records Specialists

Provider Referral Specialists

How PHM Helps You Find Solutions

The proven path for effective care guidance

1 **Immersion**

Fully understand our client's medical history

2 **Diagnosis**

Determine most accurate and complete diagnosis

3 **Treatment Planning**

Identify promising treatment options and develop a personalized plan

4 **Treatment Implementation and Monitoring**

Ensure proper implementation



What Happens When You Contact PHM?

The PHM Member Journey

HEALTH EVENT/ DIAGNOSIS
Member experiences a complex condition or receives a new diagnosis

OUTREACH & INTAKE
Member connects with PHM by phone, email, microsite or HR referral & speaks with a PHM clinician

CASE ASSIGNED
Personal Care Team of subject matter experts are assigned to the member's case

RECORD COLLECTION & REVIEW
Personal Care Team obtains, organizes, & reviews the member's medical records in detail

ACCELERATED ACCESS TO EXPERT CARE
Leveraging existing provider relationships PHM secures faster consultations & appointments with experts

CARE PLANNING & OPTIMIZATION
Treatment plan is analyzed, options reviewed & shared with the member & their provider(s)

CLINICAL GUIDANCE & DECISION SUPPORT
Key information is shared with the member's provider(s) & the member receive detailed education

CONTINUOUS CLINICAL & EMOTIONAL SUPPORT
Continuous engagement throughout the care journey to support the member's emotional needs, family care, side effects & care decisions

> *PHM took me from shock, fear, and hopelessness to a sense of hope after just one session. PHM has helped every step of the way and now two years later I am fully living and loving my life.*
>
> — Member

Meet Meredith

A breast cancer journey



HEALTH EVENT/ DIAGNOSIS
Meredith is diagnosed with early-stage breast cancer

CASE ASSIGNED
Personal Care Team of subject matter experts assigned to Meredith's case

OUTREACH & INTAKE
Meredith connects with PHM & speaks with a clinician

RECORD COLLECTION & REVIEW
Personal Care Team obtained, organized, & reviewed Meredith's medical records in detail

ACCELERATED ACCESS TO EXPERT CARE
Leveraged existing provider relationships to secure faster consultation with expert provider

CARE PLANNING & OPTIMIZATION
Treatment plan analyzed, options reviewed & shared with Meredith & her provider(s)

CLINICAL GUIDANCE & DECISION SUPPORT
Key information was shared with Meredith's provider(s) & she received detailed education

CONTINUOUS CLINICAL & EMOTIONAL SUPPORT
Meredith received ongoing support for her emotional needs, family care, side effects & care decisions

> *We love all of you guys. We would be lost without you. I can now say with certainty that we would not have been able to navigate this alone.*
>
> — Member

What This Means for You

You don’t have to navigate complex care on your own



1

You have a **dedicated care team supporting you throughout**

2

You get **clear guidance on what to do next**

3

PHM **handles coordination so you don’t have to manage it alone**

4

Your care is **monitored and adjusted as needed over time**

You’re supported at every step—so you can focus on your health.

When You Should Contact PHM

You and your family can turn to PHM when facing:

- A **serious diagnosis**, such as cancer
- A condition that is **complex or not improving**
- A situation where you're **unsure about the right treatment**
- When facing a **major medical decision**



If something feels serious, uncertain, or overwhelming—it's the right time to reach out.

Examples include:

+ Cancer
+ Musculoskeletal Disorders
+ Neurological Conditions
+ Pre- and Post-Operative Support
+ Chronic Treatment-Resistant Conditions
+ Gastrointestinal Disorders
+ Many others

How to Reach Us

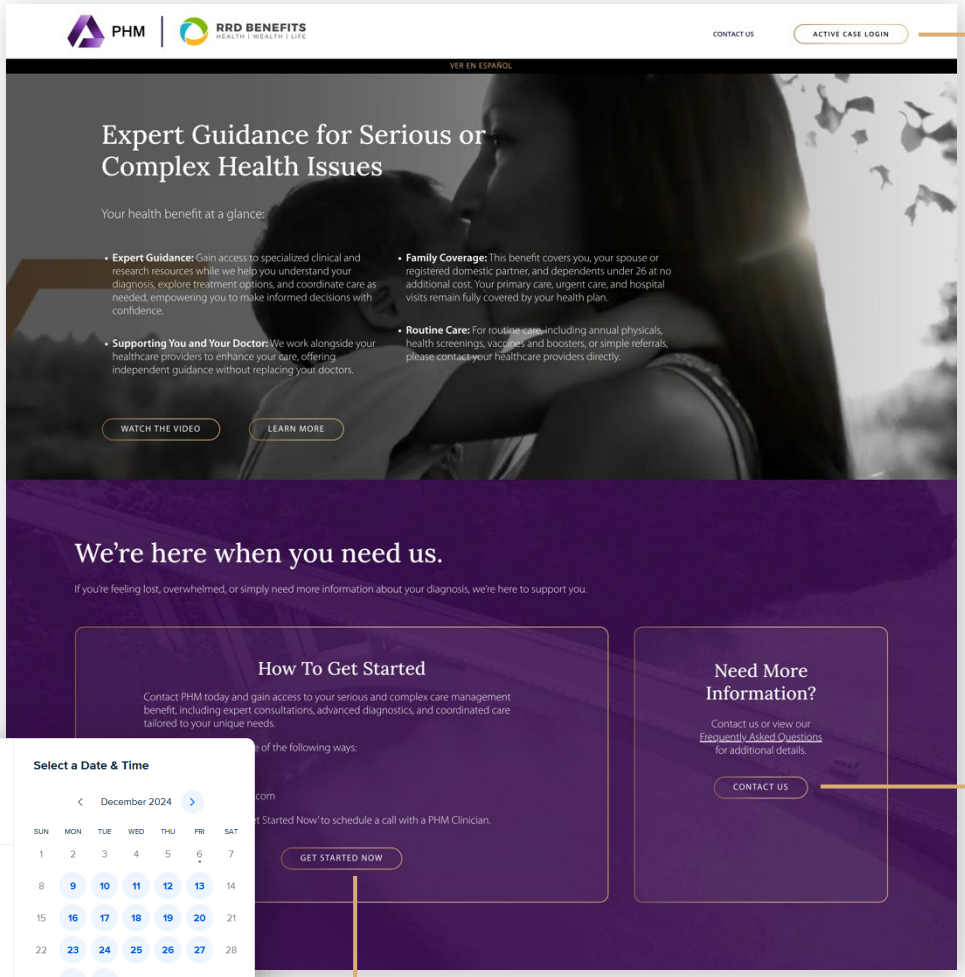
We’re here when you need us

PHONE
1-310-248-4050 **or** 1-833-240-4160 *(Toll-Free)**

EMAIL
RRD@privatehealth.com

WEBSITE
MyPHMCare.com/RRD

Click ‘Get Started Now’ to schedule time with a clinician through Calendly



Access Your PHM Care Portal after engagement

Access PHM's FAQs

Connect 1:1 with a PHM Clinician

**If you are calling from outside of the U.S., please remember to use the country’s international prefix code before dialing PHM’s toll-free number.*

What to Expect



Clinical Triage

PHM Consent Form

Clinical Intake & Case Creation

Care Team Assigned

Welcome Email & Patient Registration

PHM Patient Portal

Service Begins

Reassurance, Expertise, Recovery

Hear Leo's Story



Private Health Management

Q&A

Commonly Asked Questions

1. **Who is PHM?**
PHM is a healthcare navigation firm specializing in serious and complex health conditions. PHM provides comprehensive care support to members and their covered dependents enrolled in one of the RRD National Medical Program options from BCBS who face these challenges.

2. **Is this the same as my doctor or insurance?**
They can work *with* your existing doctors and identify new specialists as needed. PHM is independent of any doctor's offices or insurance companies.

3. **Is there a cost for PHM services?**
PHM is a benefit available to you at no additional cost. However, any testing, treatments, or consultations with treating providers would be subject to your established cost-sharing plan.

4. **What can I expect when I contact them?**
Once you've submitted your PHM consent form via the PHM microsite (or called or emailed), a member of the PHM Care Team will be in touch to discuss next steps and learn more about your current condition.

5. **Is this an in-person or virtual service?**
PHM's Personal Care Team supports you virtually – using phone, video conferencing (Zoom), emails, and texts – tailored to your preferences and schedule

6. **Who is the PHM Care Team?**
PHM's Personal Care Team is made up of experienced healthcare professionals, including dedicated clinicians, PhD research scientists, care coordinators, and medical records specialists. Each team member is trained to provide personalized support, advocacy, and expert guidance to ensure you receive the best care possible throughout your health journey.

7. **When is it available?**
Services are available now

How to Connect with PHM

WEBSITE
MyPHMCare.com/RRD

EMAIL
RRD@privatehealth.com

PHONE
310.248.4050

Private Health Management

About Us

Private Health Management (PHM) specializes in navigating complex medical conditions. We guide individuals, families, and employers to top specialists, advanced diagnostics, and personalized care. Trusted by healthcare providers and businesses, PHM offers independent, science-backed insights to help clients make informed decisions and access the best care.