



Goodness Health

INDIVIDUALIZED CARE VIA TELEHEALTH



NHP works in partnership
with Goodness Health

Goodness Health is a virtual health care practice, working in partnership with NHP, that brings individualized, hands-on support to members by phone and video. This guide answers common questions about how we work with members and their care teams.

FREQUENTLY ASKED QUESTIONS



What is Goodness Health?

Our care team connects with members by phone or video. We respond quickly and stay closely involved.



Does this affect attribution?

No. We're not a primary care provider in Colorado, and we don't join ACOs or MA plans. There's no effect on attribution.



How are members identified?

Our partners refer members who need extra support. This might be after a hospital stay or while managing an ongoing illness.



How long does care last?

It depends on the member. We visit as often as needed, for as long as it helps, based on what they need and want.

Our philosophy

Goodness Health works best as part of a member's full care team. We often help connect primary care, specialists, in-home care, and others involved.

Our first question — every time

At every first visit, we ask: "Who is your primary care provider (PCP)?" If a member doesn't have one, we ask:

"Can we help you find one?" Connecting members to primary care is central to our mission.



STAYING CONNECTED WITH YOUR CARE TEAM



Regular fax updates to your care team

We send regular fax updates to a member's care team. We're happy to talk directly with primary care providers and specialists about a member's needs.

NHP MEMBER SUPPORT



800-541-6870 (toll-free)



nhpmembersupport@nhpllc.org