

An Innovative Health Care Benefit for You and Your Family

How PHM Can Help You

At Private Health Management (PHM), we guide and support you and your family through the healthcare system—whether you're staying healthy, facing serious or complex challenges, or navigating uncertainty. From clinical advice and expert referrals to care coordination and treatment navigation, we're with you every step of the way.

Benefit from the latest science-backed insights, receive independent guidance, and access top specialists, diagnostics, and treatments - **empowering you to make confident, informed decisions about your health.**

HEALTH ADVISORY

Health Advisory is a membership program for people who are generally healthy and need help with routine or acute health issues. We can help you and your family find top specialists, explore treatment options, arrange home care and assisted living, provide medication management, organize medical records, and offer the highest level of care coordination for their medical needs.

COMPLEX CARE

PHM can support you and your family through serious and complex health challenges. Whether they are unsure about a diagnosis, overwhelmed by treatment options, need help navigating their healthcare journey, or want to ensure they receive the best care possible, we're with them every step of the way.

We're Here When You Need Us

▲ **Telephone:** 1-310-248-4050 **or**
1-833-240-4160 (*Toll-Free*)*

▲ **Email:** coldstream@privatehealth.com

▲ **Hours:** 8:30 a.m. to 8:30 p.m. EST
(5:30 a.m. to 5:30 p.m. PST)

Learn More:

Visit
CIFA.MyPHMCare.com/Coldstream
or scan the QR code to explore
how we can help you.



Health Advisory Services

You and your family have direct access to the PHM services referenced below. We help you find top specialists, explore treatment options, organize medical records, and offer the highest level of care coordination.

Our goal is to ensure you and your family receive the best available care.



CLINICAL CARE COORDINATION

On-demand support from licensed clinicians, researchers, and coordinators when health needs or questions arise. We step in to help you navigate and coordinate care when you need it most.



MEDICAL RECORDS COLLECTION & MANAGEMENT

Assistance with gathering and organizing your records when you need them for a current health event, consultation, or second opinion. *(Some international limitations apply.)*



EXPERT PHYSICIAN REFERRALS

Assistance connecting with top physicians and specialists when you experience a health issue and need expert guidance quickly.



HEALTH RESEARCH

Targeted health research provided in response to specific questions or conditions, giving clarity when needed most.



24 | 7 EMERGENCY MEDICAL SUPPORT

Access to clinical & logistical guidance anytime, anywhere, in the event of an urgent medical situation. *(We do not replace 911.)*



TRAVEL HEALTH REPORTS

Support during unexpected medical needs while traveling, connecting you to pre-screened hospitals and physicians in 180 countries.

Information shared before or during travel to help you access local healthcare resource. Such as:

- Summary on the healthcare systems and infrastructure
- Emergency numbers
- English-speaking care resources
- Medication availability

How We've Helped Others

Travel Health Report

The client reached out to PHM after relocating and feeling unsatisfied with their current providers. They also sought advice on emergency care options. PHM compiled a comprehensive report listing the top local urgent cares, hospitals, and imaging centers. In addition, PHM identified two geriatricians, a sports medicine physician, and a neurologist to oversee ongoing care for members of their family.



It makes me feel more comfortable knowing where to go in case we were to need help, especially since we previously lived in a city where we had access to all the best healthcare facilities.



Sciatic Pain

The client sought assistance from PHM after experiencing poorly controlled sciatic pain and dissatisfaction with an initial orthopedic consultation. Recognizing the need for further evaluation, PHM facilitated a second opinion with a respected orthopedic specialist, ensuring the client received the comprehensive care needed to address their ongoing pain management concerns.



"Thank you so much for all your help these last few days. It has been immensely helpful and everyone on your team has been great!"



Expert Guidance for Serious & Complex Care

PHM provides comprehensive education, coordination, and expert decision support, empowering you and your family to make well-informed, confident choices about their health.

Supporting You and Your Doctors

PHM works alongside your doctors, providing additional support without disrupting your current care. We help you understand your diagnosis, explore treatment options, and coordinate care. From finding specialists to organizing medical records and obtaining second opinions, our guidance is tailored to your needs.

If you are:

- Feeling lost about your diagnosis;
- Uncertain about what steps to take;
- Struggling to find the best care, or
- Overwhelmed by treatment options;

Contact PHM today for personalized support and expert answers to all your health-related questions.

Ensuring you and your family the best available care, during the worst possible time.

Health issues we support include:

- Autoimmune Diseases
- Brain Injuries
- Cancer
- Cardiovascular Disease
- Gastrointestinal Disorders
- Gynecological Issues and Infertility
- Musculoskeletal Disorders
- Neurological Conditions
- Pre- and Post-Operative Support
- Others (*Please Inquire*)

How We've Helped Others

Triple-Negative Breast Cancer

A 33-year-old mother was distraught by an advanced triple-negative breast cancer diagnosis. PHM's Personal Care Team quickly arranged for molecular profiling, consulted with local experts, and developed a personalized treatment strategy. After initial success, PHM helped her enroll in a clinical trial, offering hope for extended disease control.

“

Thank you again. I really appreciate your balance between realistic expectations and optimism. In case you don't have enough patients tell you, all of you do a wonderful job.

”

Acute Liver Failure

Family approached PHM for support during a member's hospitalization due to acute liver failure and brain bleed. PHM provided continuous support and updates during hospitalization, facilitated a prompt expert consultation post-discharge, ensured thorough preparation for the appointment, and attended the consultation to offer additional support and discussion with the physician.

“

You and your team have really helped getting them on the path back to a healthy life. You guys are great and really do provide a much-needed service when dealing with multiple health issues.

”



Frequently Asked Questions

1. When should I engage PHM?

If you're unsure about a diagnosis, overwhelmed by treatment options, need help navigating your care, or have questions about accessing specialists, managing records, or navigating healthcare while traveling, contact PHM - we're here to support you.

Phone: 1-833-240-4160

Email: coldstream@privatehealth.com

Website: CIFA.MyPHMCare.com/Coldstream

2. Who is covered under this health benefit?

Once you've enrolled, this benefit covers you and your eligible dependents, including your spouse/domestic partner, and children under 26.

3. How does PHM work with my existing healthcare providers?

You'll receive access to special clinical and research resources. We'll work alongside your current doctor or find you new specialists if needed.

4. Do you assist with organizing medical records?

Yes, we can help you compile and manage your medical records, making it easier to share your health history with your providers.

5. Can you assist in finding specialists or getting second opinions?

Absolutely. We can help you locate specialists and arrange second opinions to ensure you feel confident in your treatment decisions.

6. What if I'm confused about my diagnosis or overwhelmed by treatment options?

PHM can help clarify your diagnosis or treatment options, provide additional information, and discuss the pros and cons of each option.

7. What if I completed my treatment plan and am unsure what to do. How will PHM help me?

We'll work closely with your doctors to monitor your progress and help you manage any ongoing care or side effects.

8. Can PHM help with managing side effects or lifestyle changes?

Our team provides guidance on managing side effects and suggests lifestyle changes that can support your overall health during treatment.

About PHM

PHM supports caring companies who make their employees' health a priority. We apply our deep health intelligence to help employees get well and stay well.

Key Pillars

- Patient Guidance
- Clinical Depth
- Research-Driven Insights
- Access to Top Experts
- Independent guidance
- Compassionate care