



Together, Building
a Better California

Five Minute Meeting



Topic:

**KnovaSolutions
Personalized Health
Services**

Audience:

All employees

Why it matters to you

The health, wellbeing and safety of our employees is PG&E's top priority. The company offers a variety of benefits and services to help you stay fit for work and fit for life, including recognizing that there are times when you may need personalized assistance and support to manage complex health situations. That's why PG&E offers KnovaSolutions, a confidential health information service, to help you better understand and manage your health and medical care. All active PG&E employees are eligible to qualify for KnovaSolutions services, as well as family members enrolled in the Anthem or Kaiser Health Account Plan (HAP).

Key discussion points

- KnovaSolutions is a confidential, voluntary and free personal health information service. Your personal health information will never be shared with PG&E.
- The service provides you with a team that includes a nurse, pharmacist, and medical research librarian for consultation around your health care and treatment options, medications, and work-life balance.
- Using a "whole-person" approach, KnovaSolutions services extend beyond health concerns to include issues that may impact you and your family's wellbeing, such as education, job success, counseling, nutrition and stress management.
- You may benefit from KnovaSolutions services if you are sick often, taking five or more prescription medications, seeing three or more specialists or are managing multiple doctors and treatments.
- KnovaSolutions services are intended to enhance, not replace the patient-doctor relationship.
- If you or your family members are identified as someone who may benefit from the services, you will receive an introductory letter followed by a phone call. You may also reach out to KnovaSolutions to see if you qualify for services.
- KnovaSolutions provides support for you and your family via telephone and email.

For additional information

Contact KnovaSolutions Monday through Friday 5 a.m.–5 p.m. Pacific time:

- **Phone:** 1-800-355-0885
- **Email:** ContactKnova@hcmsgroup.com

Visit the [KnovaSolutions](#) page on mypgebenefits.com.