

Individual Case Management

Support During a Difficult Time

WHAT IS INDIVIDUAL CASE MANAGEMENT?

Individual case management is a voluntary program to help you and your family deal with chronic, terminal or catastrophic illnesses or injuries.

An experienced case manager serves as a liaison between you, your physician or other healthcare providers and the claims payer. This allows for better coordination and monitoring of all of your healthcare needs and keeps everyone mindful of the specific requirements and plan maximums of the benefit plan.

The case manager's involvement includes the acute phase of the illness as well as recovery. This approach provides support and an additional resource to those individuals with complex and/or long-term healthcare needs.



HOW INDIVIDUAL CASE MANAGEMENT CAN HELP YOU

Additional Information on Your Specific Health Concern

Becoming educated allows you to be a more informed consumer of healthcare, which may result in easier decision-making when it comes to treatment options and decisions.

In addition, a better understanding of long-term diseases such as diabetes or asthma can aid in better control of your condition and maintain a healthier lifestyle.

Maximum Utilization of Your Healthcare Dollars

The case manager will act as a liaison between you and the claims payer to facilitate use of quality-oriented providers of care while helping you understand your medical benefits. Case managers use their skills to maximize your plan benefit dollars while minimizing your out-of-pocket expenses.

Intervention and Coordination of Healthcare Needs

On your behalf, the case manager will work closely with your physician and other healthcare providers to help ensure appropriate and timely care in the hospital and after discharge.



THE SUPPORT YOU NEED DURING A HEALTH CRISIS

Your Case Manager is Only a Phone Call Away

Each of our case managers has several years of hands-on clinical experience. They understand what a patient is going through and can be a resource to you and your family.

During the pre-certification process, all cases are reviewed for a potential referral to a case manager. Once a referral is made, the case manager will call you to talk about case management services and your particular situation. The case manager will mail you a letter requesting permission to access your medical records and will work closely with your physician and other care providers to help ensure you receive quality care.

Individual case management can provide you with detailed information about your individual health concern, a reduction in healthcare costs, and healthcare support and coordination.

For more information about case management, please call the customer service number located on your ID card.

PromiseSM
Health Plan