

Individual Care Management

Support During a Difficult Time

WHAT IS INDIVIDUAL CARE MANAGEMENT?

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

An experienced care manager serves as a liaison between you, your physician or other healthcare providers and the health insurance provider. 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 care 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 CARE MANAGEMENT CAN HELP YOU

Additional Information on Your Specific Health Concern

Learning as much as you can about your current health conditions will allow 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 care manager will act as a liaison between you and the health insurance provider to facilitate use of quality-oriented providers of care while helping you understand your medical benefits. Care 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 care 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 Care Manager is Only a Phone Call Away

Each care manager is an experienced clinician who understands what a patient is going through and can be a resource to you and your family.

When your provider requests pre-certification for certain services, we will review the service and diagnosis and determine if care management may be available. If so, a care manager will reach out to you to talk about your particular situation. The care manager will work closely with your physician and other care providers to ensure you receive quality care.

Individual care management can provide you with detailed information about your health, how to reduce healthcare costs, and provide healthcare support and coordination.

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

Promise
Health Plan