


Case Management

Case management is a service that your health insurance company may offer.

- This service can help you understand what your medical choices are.
- It will also help you to look at your choices for your care.

	THE PURPOSE OF CASE MANAGEMENT IS:
	To give you good health care.
	To make sure that all of your doctors know the same thing about your health care.
	To help you improve your quality of life.
	To help you take advantage of all resources available to you.
	To help everyone keep costs down in the management of your health care.

There is no additional charge for case management.

- You do not have to use case management services if you do not want to.
- All of your personal information is kept in strict confidence.
 - You will receive quality, cost-effective care

The case manager is the person who ties everyone together in your treatment team.

- Your treatment team is:
 - The doctor
 - Your treatment plan
 - You
 - Your health plan
- The case manager will determine your individual needs.
 - You may be asked to fill out a questionnaire.
 - You may be asked to do a telephone interview.
- If you have a problem, the earlier it is identified, the better the chances for good treatment.
- The case manager will decide what services are needed for your care.
 - Your doctor will write orders for medications, treatments, and services you need.
 - A plan of care will be determined.
 - The case manager will make sure that all parts of the plan of care will be done.

- The case manager will make arrangements so that you have access to these services.

Medical services are often costly.

- The case manager must understand the benefits you have with your healthcare policy.
 - How much will your plan pay and for how long?
 - What treatment or services are not covered by your plan?
 - The case manager will make sure that you get all of the services that your plan covers.
 - The case manager will also make sure that you know what community resources are available that may help you.

Case managers provide education to members and their families in the following ways:

- They help you understand your diagnosis.
- They help you understand how your diagnosis will affect your life today and tomorrow.
- The case manager helps you and your family to be understood by the doctors and insurance company.
- They work as a partner with the doctor to make sure that you and your family get all the care you need, when you need it.