

Integrated Healthcare Management

Case Management

When you're in need of medical treatment, the health care system can seem like a complex maze of specialty providers, confusing lingo, and complicated treatment plans. Our Clinical Case Managers are here to help, acting as your personal guides to a healthier, more satisfying destination.

Case Management – Registered nurses and licensed clinical social workers work as a single point of contact between patients, primary care providers, and multidisciplinary teams of providers. They facilitate proper communication, the formulation of appropriate treatment plans, patient education, compliance to treatment plans, and ultimately, healthy outcomes. Participation in this program is voluntary.

Our Case Managers begin the process by meeting one-on-one with patients to identify their needs. Based on your unique conditions and health status, our Case Managers will work with your providers to determine an appropriate, timely, and effective treatment plan.

Individuals who participate in the program have reported improved satisfaction, reduced costs, and positive health outcomes. Case management helps you get the most out of your medical benefits. It reduces your risk of “falling through the cracks” in the health care system, and it better positions you to recognize and react to your own health demands.

Clinical Case Managers:

- Offer support, education, and assistance designed to improve your health outcome.
- Assist you in following your recommended treatment plan.
- Encourage wellness and preventive services.
- Identify ways to maximize your benefits.
- Help you locate additional resources and participating providers.
- Assist in preventing unnecessary readmissions.

Call **1.800.447.7828 ext. 6235** to inquire about Case Management. Your call will be returned by a health care professional. Case Managers will identify themselves as calling from BCBSMT or Alere.

Here's what a few participants have had to say about our Case Management program:

“If my case manager had not encouraged me to complete my cancer treatment, I don't believe I would have had the courage to finish my chemotherapy treatments.”

“I really appreciate having someone to help me problem solve.”

“Thank you for all your help. I sing your praises to everyone I know and tell them you have totally turned my opinion around about insurance companies.”

