



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 health care providers, and the claims payer. This allows for better coordination and monitoring of all of your health care needs and keeps everyone mindful of the specific requirements and 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 health care needs.

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

The Support You Need During a Health Crisis

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.

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