



BlueCross BlueShield
of New Mexico



Luminare HealthSM

Case Management from Registered Nurses

Support When You Need it Most

As part of your health benefit plan, you have access to case management—a voluntary program to help you and your family deal with chronic or serious illnesses or injuries. This program is available to you at no additional out-of-pocket cost.

How Case Management Nurses Can Help

When you use the case management program, you are assigned a case manager who is a registered nurse. Your case management nurse can help you get the right care at the right time in the appropriate environment. They help by:

- Answering your health-related questions
- Coordinating care between multiple doctors
- Helping you understand conditions
- Supporting you through lifestyle changes to help manage conditions
- Supporting you throughout your illness, from beginning to recovery
- Helping you make sure all your health care needs are met

Support for Medical Conditions and Diagnoses

When you or a loved one is sick, hurt or dealing with a new diagnosis, trying to navigate the health care system can be overwhelming. Your case management nurse can help you understand your benefits, answer care questions, and even find high-quality, cost-effective providers in your plan's network.

Your case management nurse can help with many diagnoses, including:

- Cancer
- Respiratory illnesses
- Heart conditions
- Mental health conditions
- Injuries or emergency hospitalizations
- Pediatric conditions

Connecting with a Case Manager

Our case management team uses the information your doctors send to your health benefit plan to determine if case management could be right for you. To learn more about the program, meet Nicole and see her journey with case management.



Meet Nicole

62 years old

Married, three kids

New breast cancer diagnosis

1. Nicole is newly diagnosed with breast cancer.
2. A case management nurse calls Nicole to introduce the case management program and explain how it can help her navigate her new diagnosis. Nicole consents to work with a registered nurse.
3. Nicole's nurse mails Nicole an introduction letter which explains the program and provides contact information for her nurse.
4. Nicole and her nurse walk through an assessment together to determine Nicole's needs related to her cancer diagnosis and any other medical conditions she may have.
5. Nicole and her nurse work together to establish and reach goals related to Nicole's needs.
6. While working together, her nurse helps Nicole in many ways:
 - Understand her in-network provider options
 - Know which doctor appointments to make
 - Help her through wellness screenings
 - Answer questions about medications
 - Provide support through her cancer treatments and the side effects of those treatments.
7. After she successfully completes treatment, her nurse sends Nicole a letter with a phone number that Nicole can reach out to at any time she needs more help.



For more information, call the number on your member ID card.