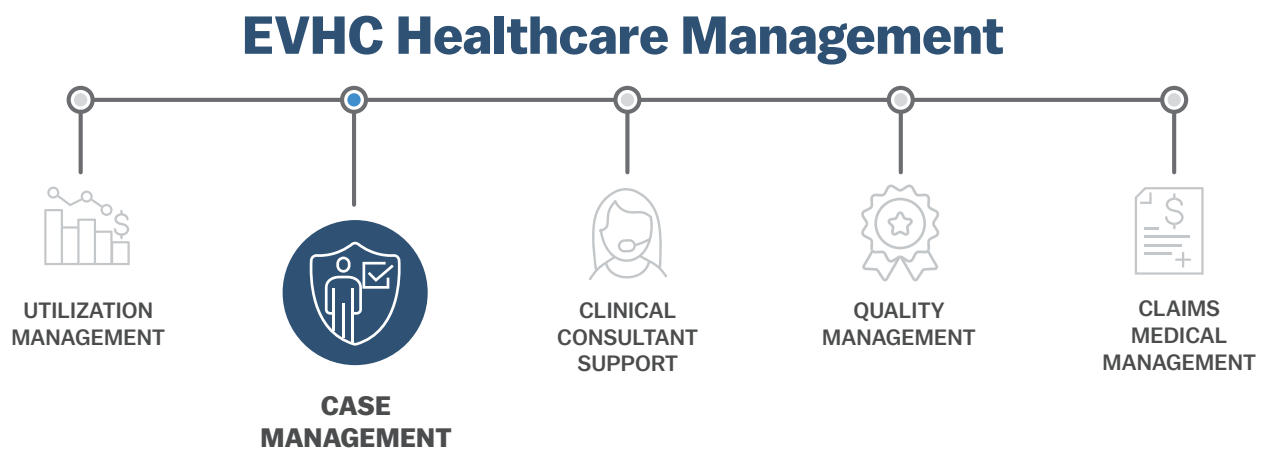


Improving Outcomes with Case Management



EVHC's case management program offers compassionate support and clinical expertise to members with complex health issues who need guidance navigating the healthcare system. Our nurses have one goal in mind: **improve patient outcomes**.



After identifying eligible members through claims review or referral, our case management nurses reach out to members by phone. Participation in case management is completely voluntary, but once members engage, the case manager collaborates with members and their providers to:



Coordinate care



Help members adhere to prescribed treatment plans



Educate members about their condition



Advocate for members



Establish appropriate care plans

2020 By the Numbers

490,000+
Members
Supported

\$23M+
Client
Savings

96%
Member
Engagement Rate*

94%+
Member
Satisfaction

“She was a lifeline for me.”

While we can measure the savings our case management team brings, it's impossible to quantify just how much our nurses mean to the members they help.

Read what two recovered COVID-19 patients had to say about their case management nurses:

“[My case manager] is one of the most caring people I've ever met. She was genuinely concerned for both my husband and I when he ended up hospitalized with COVID for 59 days, on a vent for 20 days, and almost lost his life. She was a lifeline for me during those 59 days (and beyond) when I was isolated at home and unable to visit my husband. She was also helpful as a liaison to the rehab hospital. Thank you to her for everything.”

“Thank you again for serving as my case manager during my recovery from COVID-19. Your input, expertise, and compassion were invaluable during my ongoing recovery. With this being such a new disease, there were so many unknowns as to prognosis, side effects, and long-term concerns. You were able to address so many of those, which certainly helped eased my concerns and mental health.

I am happy to report that I am so much better now than I was, and I look forward to a full and complete recovery. You were a big part of that process!”



*Measures members who engage in the program once contacted

**For more information about our Healthcare Management program,
contact your sales executive or client manager.**

