



BlueCross BlueShield
of New Mexico



Individual Case Management Offers Support During Difficult Times

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 health care providers and the claims payer. This allows for better coordination and monitoring of all of your health care needs. The case manager can also ensure that everyone involved in your care is mindful of your benefit plan's requirements and plan maximums.

A case manager's involvement includes the acute phase of the illness as well as recovery. This approach provides support and an additional resource for complex or long-term health care needs.



How Individual Case Management Can Help You

Provide Additional Information on Your Specific Health Concern

Becoming more informed about your health care, may result in easier decision-making when it comes to evaluating your treatment options. In addition, a better understanding of long-term diseases, such as diabetes or asthma, can help you better control your condition and maintain a healthier lifestyle.

Help Maximize Your Health Care Dollar

Case managers use their skills to maximize your plan benefit dollars while minimizing your out-of-pocket expenses. The case manager helps facilitate the use of quality-oriented providers while helping you understand your medical benefits.

Coordinate Your Health Care Needs

On your behalf, the case manager will work closely with your health care providers to help ensure appropriate and timely care in the hospital and after discharge.

The Support You Need During a Health Crisis

Your Case Manager is Only a Phone Call Away

Our case managers have 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 discuss your particular situation. The case manager will request permission to access your medical records and will work closely with your providers to help ensure you receive quality care.

Individual case management can provide you with detailed information about your health concerns, how to reduce your costs, and support your health care needs.



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