

Case Management vs Connect

As part of your health benefit plan, you have access to two navigation and advocacy support resources: Case Management and Connect.

Case Management

Support when you need it most.

Consider your case management nurse a clinical consultant who can help you and your family deal with chronic or serious illnesses and injuries. As a registered nurse, they help guide you to the right care, at the right time, in the appropriate environment.

Case managers specialize in:

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

Conditions a case manager can help with may include:

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

Connect

Your one call for all your benefit questions.

Connect is there to help you navigate your health benefits, 24/7. They're your very first call for any benefit questions or issues. They may even contact you to help you make the most of your health benefit plan!

Connect helps with a broad range of topics, such as:

- Determining claim balance
- Assisting with required healthcare forms
- Flex account questions
- Obtaining medical records for appointments
- Researching provider quality and credentials
- Scheduling provider appointments
- Claim status and appeals
- Understanding medical bills & explanations of benefits (EOBs)
- Pharmacy benefits
- Dental, flex, COBRA, or vision questions
- Employee Assistance Programs (EAP)
- Connecting to Life Management health & wellness team
- Finding in-network, cost-effective providers
- Assisting with elder care issues for children of aging parents
- Eligibility
- ID cards
- Voluntary benefits
- 401(k)
- HMO & other health plans
- Group life & health
- Pre-certification
- Negotiating out-of-pocket expenses

Contact Connect by calling

or speak with a Case Manager by calling

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