

Care Management

Help Is Available

A serious illness can affect us all. If you or someone you care for is sick, you know it can impact your life. You also know that the help you need is not always easy to find. Our services can give you that help. When members have a serious illness, we work with them. We also work with their family and doctor to make a plan to meet their needs.

How We Can Help

If you have a serious illness, one of our nurse care managers can help arrange these things:

- Help you and your family with the necessary support services in your home
- Training
- Special hospital care, such as rehabilitation or burn care
- Therapies, such as physical, occupational, or speech therapy
- Home health nursing care
- Care in a skilled care facility

After you leave the hospital, your nurse case manager will still be involved in your care. Care Management services are supported 24 hours a day, every day of the year. These services are available to all members who may need them. They may be especially helpful for those with these health care needs:

- Cancer
- IV therapy, antibiotics, and chemotherapy
- Hyperalimentation
- AIDS
- Premature births
- Birth defects
- Chronic muscle disease, such as Multiple Sclerosis
- Head injury and spinal cord injury
- Strokes and cardiac conditions
- Ventilator dependency
- Respiratory support
- Cystic Fibrosis
- Burn conditions
- Diabetes
- Asthma
- Heart Disease



Our early involvement in your care allows us to work closely with you, your doctor, the hospital staff, and other health care providers. That way we can explain all of the health care choices available to you.

A Treatment Plan Just For You

Each member's treatment plan, as developed by his or her doctor, is managed in a team approach by the nurse care manager working with you, your family, your doctor, and any other health care providers.

You or your doctor can ask for Care Management services. Just call the toll-free phone number on your member ID card.