



Case Management Program



The Case Management program provides you with a direct link to your insurance plan.

Your case manager is available to answer your questions Monday through Friday, 8:00 a.m. to 5:00 p.m.

To enroll in Case Management or find out more information about our program, call 888-264-8648.

Simply tell us your:

- Name
- Membership number
- Address
- Daytime telephone number
- Doctor's name
- Doctor's phone number

A case manager will contact you within one week.

Case Management is the key to timely coordination of quality health care services that meet your specific needs.

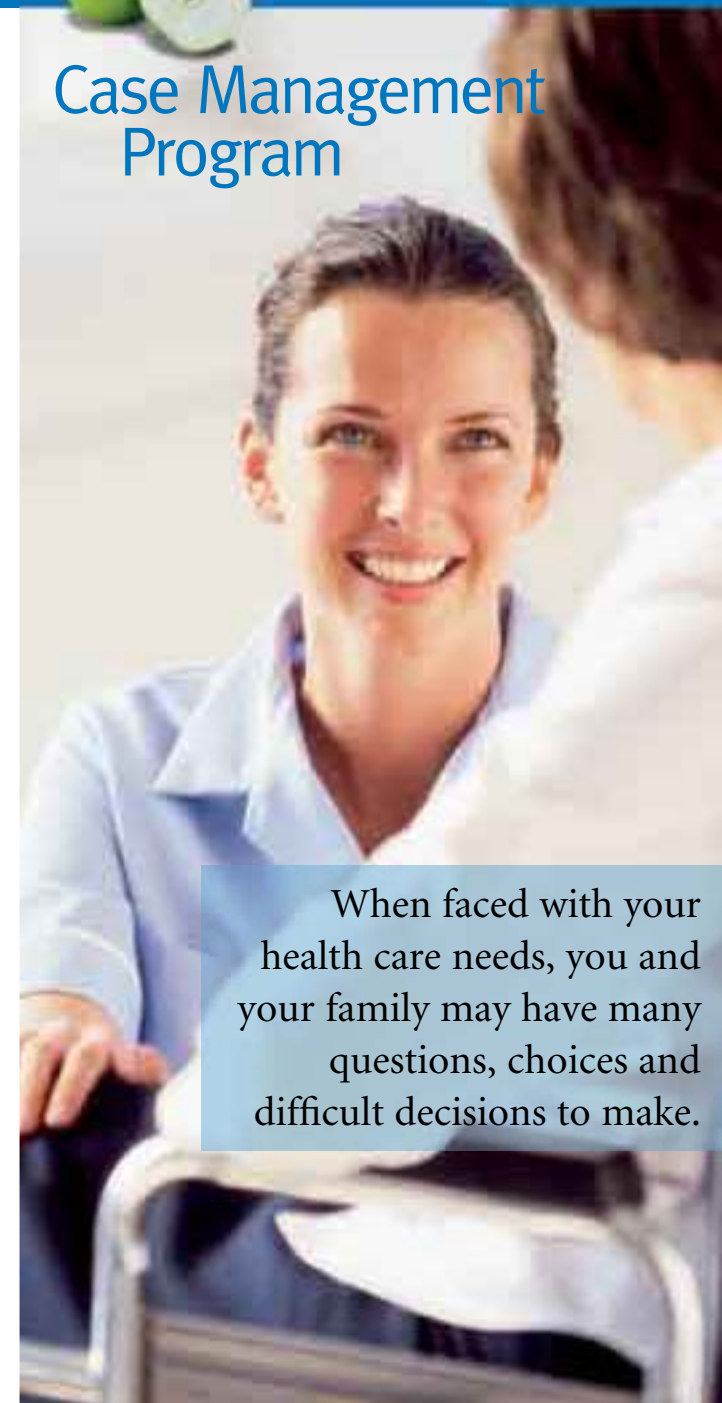
Your case manager promotes frequent communication and collaboration between you and your health care team to ensure your best possible health.

For more information about health and wellness, visit us on the internet at www.carefirst.com and click on *My Care First*.

CareFirst 
BlueCross BlueShield

www.carefirst.com

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When faced with your health care needs, you and your family may have many questions, choices and difficult decisions to make.



CareFirst
BlueCross
BlueShield's
Case Management
services can
enhance your
overall care by
providing an
organized,
comprehensive
and holistic
approach to your

health care needs. This will reduce the frustration of fragmented care that those with complex care requirements often face.

Your Case Manager can help you navigate the complex maze of health care by coordinating your medical care services and helping you to better understand what is happening to your health.

Case Management Program Goals

The patient's welfare is always our first concern. Your case manager will always work to:

- Contribute to your sense of wellbeing and dignity
- Enhance the quality of life for you and your family
- Positively influence the quality of your health care
- Improve your health, restore function and prevent disability
- Reduce the negative effects of a serious, chronic or terminal health condition
- Increase customer satisfaction
- Empower you and your family members through education

Ongoing Assessment

When you enroll in the Case Management program, one of our case managers will contact you to review your medical history and to identify all the important factors that may affect your health. Your case manager will contact you each month to see how you are doing and to answer any of your questions. If you have complications during your course of care, your case manager will work closely with your doctor to coordinate necessary services.

A Care Plan Designed Specifically for You

We use a team approach to develop and implement an effective and efficient care plan that provides successful results. The case manager works closely with you, your family, doctors, and health care providers to identify individual goals and a treatment plan to improve your health.



Health Education and Support

The Case Management program provides constant support during your time of need. You will receive health care information and self-care tips related to your condition. Your case manager will also discuss any community resources and support groups available to you.