

Case Management

When a Covered Person has an ongoing medical condition or a catastrophic illness, a Covered Person may require long-term, perhaps lifetime care. After the Covered Person's condition is diagnosed, he or she might need extensive services or might be able to be moved into another type of care setting, including the Covered Person's home.

Case Management is a program whereby a Case Manager is assigned to monitor this Covered Person, and to work with the attending Physician and Covered Person to design a treatment plan and coordinate appropriate Medically Necessary care. The Case Manager will monitor the patient and explore, discuss and recommend coordinated and/or alternate types of appropriate medical care. The Case Manager consults with the Covered Person, family members, and the attending Physician to develop a plan of care for approval by them and their attending Physician.



This plan of care may include some or all of the following:

- 1** Personal support to the Covered Person
- 2** Contacting family members to offer assistance and support
- 3** Monitoring Institution care
- 4** Determining alternate care options
- 5** Assisting in obtaining any necessary equipment and services

The Case Manager will coordinate and implement the Case Management program by providing guidance and information on available resources and suggesting the most appropriate treatment plan. The Plan staff, attending Physician, Covered Person and his/her family must all agree to the alternate treatment plan. Case Management is a voluntary service. There are no reductions of benefits or penalties if the Covered Person and family choose not to participate.

Each treatment plan is individually tailored to a specific patient and should not be seen as appropriate or recommended for any other Covered Person, even one with the same Diagnosis. Medical Management will not interfere with the course of treatment or the Physician-patient relationship. All decisions regarding treatment and use of facilities will be the Covered Person's and should be made independently of this program.