

Let's Talk about CASE MANAGEMENT

The healthcare system can be complex. Dealing with a surgery, lifelong illness or being diagnosed with cancer can be overwhelming. When you're sick, a case manager can help you understand your condition, the healthcare system and be your advocate. Case management is designed to help you:



Find your way through your healthcare



Understand your health issues



Identify problems that prevent you from getting better



Participate on your own healthcare team



Follow your treatment plan

Case management is available to qualifying Arkansas Blue Cross and Blue Shield members at no additional cost. If you're in the hospital, you may visit with an Arkansas Blue Cross case manager.

CASE MANAGEMENT IS AVAILABLE

Most members are covered by insurance that makes case management available. There's a good chance you qualify if you're covered by:

- Arkansas Blue Cross and Blue Shield
- BlueAdvantage Administrators of Arkansas
- Health Advantage



CASE MANAGEMENT & YOU

Healthcare help when you need it



Want to
LEARN MORE?



To learn more about case management or contact a case manager, visit us online at arkansasbluecross.com. Select "Members" and then under "Useful Information" choose "Case Management Services." Search for a case manager in your area.

Or call us at **1-800-238-8379**, Monday through Friday, 8 a.m. to 4:30 p.m., Central Time. We'd love to hear from you.



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Our CASE MANAGERS



Case managers are registered nurses (RN) and certified case managers (CCM), which means they have the experience and knowledge to serve patients who have complex challenges. Arkansas Blue Cross case managers have experience in acute care, critical care, emergency department, home healthcare, high-risk neonatal and maternity, rehabilitation nursing, cancer care, surgery, orthopedics, respiratory and more.

Each case manager upholds the professional and ethical standards of the Code of Professional Conduct for Case Managers.



How a CASE MANAGER HELPS

A case manager is part of your healthcare team and will talk to you and your doctor(s) to help develop a plan for your needs. There are many perks when you have the help of a case manager.

Better communication: You'll have better, more productive conversations with your doctors and other providers. A case manager will make sure you understand what to ask during office visits, and help you get the information you need.

Help you stay healthy: Your case manager helps you discover new ways to stay healthy through preventive care. He/she will identify local resources available to you.

Get the right healthcare: Make sure you see the right providers at the right time (in the right place). Part of the case manager's job is to guide you through the healthcare system and get the help you need.

Make better decisions: Learn how to participate in your own medical decision-making. Case managers help you understand your clinical condition and how your health insurance benefits will support your treatment. You'll be equipped with the information you need to make decisions about your condition and your treatment options, and you'll get help understanding your health insurance coverage, too.

With a case manager, you're more informed and more likely to follow your treatment plan. Learn more about having a case manager as part of your healthcare team at arkansasbluecross.com.

