

# Health care support when you need it most

## Case Management Services

### Get help managing your health care

Do you wish you had someone to help you better manage your complex health issue or disease-related condition? If so, Case Management Services can help. Available at no additional cost for Blue Cross and Blue Shield of North Carolina members, Case Management Services complements and enriches the care already provided by your primary care physician, specialists and other health care providers.

### Who can benefit?

You may benefit from Case Management Services if you:

- + See several health care providers for your condition
- + Take multiple medications
- + Have questions about your condition or your treatment plan
- + Find it difficult to stick to the lifestyle changes your physician has recommended

### Who is eligible?

You may be eligible for Case Management Services due to the complexity of your health care needs, or if you have one of the following conditions:

- + Asthma
- + Cancer
- + Diabetes
- + Heart disease
- + High-risk pregnancy
- + Organ transplant
- + Renal disease

Other disease-specific conditions may also qualify.

### Improve your quality of life

Case Management Services offers a variety of interventions that can help you manage your condition and improve your quality of life.

When you participate in Case Management Services, you're connected with a team of dedicated health care professionals — nurses, social workers, dietitians and others — who will give you personal, one-on-one assistance. Our goal is to help remove any barriers that may get in the way of you better managing your health.

- + We make sure you understand your condition, your treatment options and your doctor's treatment plan.
- + We provide resources to help you make informed decisions about your health care.
- + We guide you in methods to improve how you manage your condition day to day.
- + We work with your doctors and others on your health care team to assist in coordinating your needs.
- + We help you understand your benefits.
- + We connect you to community resources that offer additional support.



# Case Management Services

## Your personal care pathway

When you participate in Case Management Services, you'll be assigned a Case Manager — a registered nurse — who will advocate for you as you negotiate the sometimes complicated health care system. Your Case Manager will make sure you receive the best care at the right time in the most appropriate place.

Your Case Manager will work with you and your health care providers to create an individualized plan of care to help you better understand and better manage your condition.

Your Case Manager continues to advocate for you until your condition is improved, or you've reached a point where you can easily manage your own care.

## See what our Case Managers say about the program:

*The most valuable service I provide is being a live person — there on the phone — offering support and answers.*

– Diane

*I help people set goals and identify what's important to them. It's truly rewarding when I help a person achieve their goals, no matter how small.*

– Virginia

*I can help members access resources they didn't know were available and connect them with others who can provide additional support.*

– Sandra

*We take the stress out of managing your health care.*

– Katrina

*When a member feels no one is listening, we listen.*

– Helen

## Participation in this program does NOT:

- + Replace your current care. You will continue to work with your health care provider.
- + Require extra time. We work on your schedule — how often you talk to us is up to you.
- + Cost anything extra. Case Management Services is a benefit of your health plan.

Blue Cross and Blue Shield of North Carolina (BCBSNC) offers Case Management services for your convenience is not liable in any way for the goods or services received; results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. BCBSNC reserves the right to change or discontinue this program at any time without prior notification from BCBSNC. An independent licensee of the Blue Cross and Blue Shield Association. U7047c, 3/12

CALL  
TODAY

Speak with a Case Manager about your health concerns.

**Call 1-800-218-5295, press #, then dial extension 55547.**

Monday–Thursday: 8 a.m.–7 p.m. EST  
Friday: 8 a.m.–5 p.m. EST

Visit us at [bcbsnc.com](http://bcbsnc.com)



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of North Carolina**