

# Health care support

## when you need it most

### 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 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 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



### How we can help

A Case Manager can help take the stress out of dealing with:

- + Complex health conditions
- + Multiple health concerns
- + Injuries sustained in accidents
- + Disease-specific illnesses
- + Short Term Disability

### Improve your quality of life

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

When you participate in Case Management, 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, 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 help you understand the benefits of receiving quality and cost-effective care.

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 will continue to advocate for you until your condition is improved, or you've reached a point where you can easily manage your own care.



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

## See what our members say about the program:

*"This was very helpful. If I didn't understand what the physicians recommended, I could ask her, and she explained things very well."*

*"If I could rate my Case Manager even higher, I would! She was great in a challenging situation."*

*"Sherri was absolutely a pleasure to work with. She was very instrumental in my recovery process."*

*"Chrissy was wonderful. She followed up with me throughout my entire pregnancy and postpartum. She genuinely cared about me and my baby."*

*"Thank you for this service. It was a great help to us!"*

## Participation in this program does NOT:

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

Blue Cross and Blue Shield of North Carolina (BCBSNC) offers Case Management services for your convenience and is not liable in any way for the goods or services received; results are not guaranteed. BCBSNC also offers Healthy Outcomes as a convenience to aid you in improving your health; results are not guaranteed. BCBSNC contracts with Alere Health Improvement Company, an independent third party vendor, for the provision of certain aspects of Healthy Outcomes and is not liable in any way for goods or services received from Alere. Healthy Outcomes programs are educational in nature, and are intended to help you make informed decisions about your health and to help you comply with your doctor's plan of care. Decisions regarding your care should be made with the advice of your doctor. BCBSNC reserves the right to discontinue or change Case Management services and/or Healthy Outcomes programs at any time.

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