

Understanding Care Management



Finding your way through the healthcare system can be a challenge. Maybe you are unsure where to go for a test. Or perhaps you want to know more about a health condition. Care management can help. This sheet will tell you more about this program.

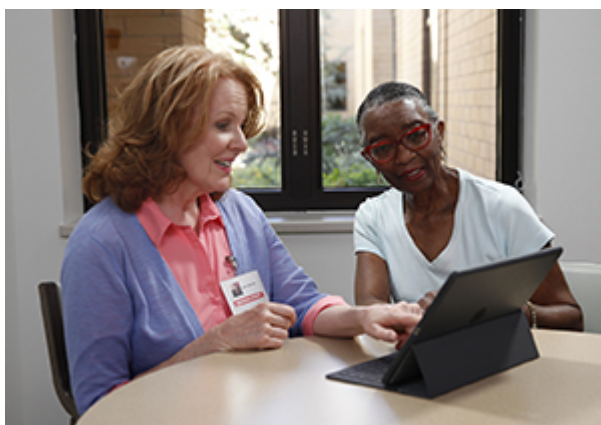
What is care management?

Care management is a member benefit that is part of many health plans. You may hear it called case management. It is a program that connects you with a care manager. This healthcare professional is your personal health advocate. They support, guide, and empower you on your way to better health. Effective care management can help you find, coordinate, and use services that will help you reach your physical and emotional healthcare goals.

How can care management help you?

When you need healthcare advice or help, you can access a care manager through your health plan. The care manager will listen to you and make sure you get the best care possible. They can:

- Communicate with your healthcare team for you
- Address your questions and concerns about your health plan benefits
- Tell you more about a health condition, test, or procedure
- Help to plan and coordinate your care
- Help you identify and meet your health goals, like managing a long-term health problem
- Offer advice on healthy living
- Connect you to the healthcare providers, services, and local resources you may need



Who can use care management?

Many health plans offer care management as a benefit to their members. It may also be available to family members covered under your plan and any caregivers.

When can you use care management?

You can use the care management program anytime you need help with your health or a health-related issue. You can reach out to a care manager when you are:

- Dealing with a sudden injury or illness
- Coping with a long-term health condition
- Striving to be healthier overall

To learn more about this program, contact your health plan. Call the member services number on your member ID card.

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