



Welcome to case management

For Optum Care Network–California members





Case management is an important service for Optum Care Network members who need a little extra help managing their health care. Our case management team makes sure that you have all of the support you need to stay healthy and get the care you need.

Who we are

Our case management team is made up of:



Nurses

Registered nurses (RN) or licensed vocational nurses (LVN) with special training and experience in caring for those 65+ and members with multiple medical conditions.



Case management assistants

Skilled members of the Optum Care Network team who can help you find a specialist, schedule appointments and more.

What we do

Your Optum Care Network case management team will work with you, your family and your doctors. Together, they'll create a care plan that supports your needs. Some of the services we provide include:

- Education on disease management and preventive care
- Information about taking your medicines
- Help scheduling appointments
- Getting you community resources
- Advanced care planning

Who should enroll for case management services?

- Members with complex health care needs or multiple health care issues
- Members that have gone to the hospital or emergency room multiple times recently
- Children with complicated health care issues
- Potential transplant patients (bone marrow, heart, kidney, liver, lung)
- Members who would like extra support managing their health care

How to enroll in case management



Call the Optum Care Network case management department at **1-714-452-5007, TTY 711**, to enroll today.



Or visit **optum.com/applecare**.



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We provide free services to help you communicate with us. This includes letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-800-460-5051.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-800-460-5051.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-800-460-5051。

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