



**DATE:** January 30, 2019

**TO:** All Practitioners and Members

**FROM:** Ravenswood Physician Associates (RPA)

**RE:** Case Management

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Case Management is the coordination of care and services provided to Members with multiple or complex conditions. Through the case management process, Members are helped to access care and services and their care is coordinated with the assistance of the IPA. The goal is to help Members regain optimal health or improved functional capability.

Please be informed of the following:

1. Both Primary Care Physicians and members have the ability to refer to case management by contacting the Ravenswood Physician Associates (RPA) Office.
2. Members may also be identified for case management by RPA.
3. Members may decline complex case management during initial contact from RPA and/or may dis-enroll from case management at any time by contacting RPA.

If you have any questions or concerns please contact RPA at 773-868-2000.