

CASE MANAGEMENT



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CUSTOM CARE WHEN YOU NEED IT MOST

Feeling good and staying healthy are not always easy. If you have a health problem, our case management team can offer extra support and advice.

WHAT IS CASE MANAGEMENT?

Our priority is to make sure you get the right care in the right place at the right time. Let us help you:

- Find the appropriate in-network doctor or other provider to treat your specific condition or illness
- Understand your benefits so you can make informed decisions to get the most from your health coverage
- Coordinate with your caregivers and provide them with additional support as needed

BEHAVIORAL HEALTH

- Managing your mental health and substance use will help you better manage your other health conditions. Let us know if you'd like assistance dealing with a serious illness.

IS CASE MANAGEMENT FOR YOU?

If you're struggling with a health challenge, our case management team can help you and your caregivers make the most of your health care benefits. Our care managers specialize in coordinating all aspects of care and are available to:

- Offer a comprehensive assessment of your health-related needs so you better understand your health problems
- Identify helpful support tools and community resources available to you
- Develop a plan of care based on your doctor's or other provider's advice
- Manage your condition by teaching you how to take your medicine correctly, eat healthy and get the right amount of exercise
- Communicate better with your health care provider

SPECIALIZED SERVICES

If you or a loved one have a complex illness, you may need in-depth help with your care. We also offer specialized services to guide you through the health care system. These services are most often needed for members who face:

- Cancer
- Traumatic injuries
- Sudden sickness – like stroke and heart attack
- Complex pregnancies, early birth or birth defects
- Heart, lung, liver and kidney diseases, as well as transplant needs
- Terminal illness and end-of-life care
- Depression
- Bipolar disorder
- Schizophrenia

TEACHING TOOLS

Interested in learning more about your health? We can send you educational brochures with helpful information about your health problems and suggestions for living healthier.

FOCUSING ON YOUR CARE

WE ASK THAT YOU:

- Follow your doctor's or other provider's orders
- Give us the facts we need to help you
- Do your best to keep your appointment with your doctor or other provider
- Tell us about any other insurance you have
- Ask questions when you don't understand something

IN RETURN, YOU HAVE THE RIGHT TO:

- Get facts about our services, rules and networks
- Know your member rights and responsibilities
- Learn why and when case management services will change or end
- Be involved in making choices about your health care and case management plan
- Know how or when your plan of care will be shared with others
- Understand that care managers don't receive money for approving or denying services
- Give us ideas about your member rights and responsibilities

YOU ALWAYS HAVE THE RIGHT TO:

- Ask how you were chosen for case management (You can be identified through welcome calls, health risk assessments, claims reviews or pharmacy data.)
- Say "no" to case management services
- Know how to make a complaint
- Be treated with respect, dignity and the right to privacy

Online health information
at [bcbst.com/health-wellness](https://www.bcbst.com/health-wellness)

Learn about more than 1,200 health topics
at **1-800-818-8581** (Option 4)



Our care managers and health navigators are available to provide you with the extra support you need to manage and improve your health.

GET STARTED TODAY BY CALLING:

1-800-818-8581

1-800-848-0298 (TTY)

Monday-Friday 8 a.m.-7 p.m. (ET)

It's always your choice whether to participate. However, some plans require participation to receive full benefits.

BlueCross BlueShield of Tennessee

1 Cameron Hill Circle | Chattanooga, TN 37402 | bcbst.com

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For TDD/TTY help call 1-800-848-0298.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-565-9140-1 (رقم هاتف الصم والبكم: 1-800-848-0298). ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY:1-800-848-0298)。
