

Case Management makes a tough situation a little easier

The Case Management program can help you get the most out of your health care resources. This is extremely valuable when you are facing an illness and your thoughts may be elsewhere.

While you are receiving medical care, your dedicated registered nurse case manager continually:

- Reviews your changing health care needs
- Helps you understand your treatment options
- Stays in contact with you to discuss your progress between doctor's visits

Your case manager can also work with your doctor to develop a highly personalized care plan based on individual issues, goals, actions and outcomes.

We protect your privacy

We follow every law and regulation to protect the confidentiality of your health information. No information is shared without your consent, unless permitted by privacy laws.

healthy basics



BlueHealthConnection[®]

casemanagement

Ready when you need us most

Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.

Case Management is offered through BlueHealthConnection® — our wellness and care management program that offers support and resources to help you get healthy, stay healthy or manage an illness.

BlueHealthConnection is a part of your Blue Cross Blue Shield of Michigan health plan at no added cost to you.

Case Management drives improved outcomes.

Diagnosis of a serious illness can be stressful and confusing. Through the Case Management program, a personal case management professional works with your physician to help you and your family understand your condition. Being well-informed can help you make smarter decisions about your care. That, in turn, can make a real difference in your recovery.

Interested?

To learn more, call the Engagement Center at 1-800-775-BLUE (2583) Monday through Saturday, 8 a.m. to 8 p.m. Eastern time. TTY users, call 1-800-696-8350.

We're here to help

Case Management is not a one-size-fits-all program. A team of experienced, licensed health care professionals provide individualized assistance to address your specific needs.

Your dedicated nurse professional will work with you, your family and your treating physician to:

- **Coordinate** your care
- **Inform** you about your disease and treatment options
- **Provide** information on Blues doctors and hospitals
- **Refer** you to community resources that provide emotional, financial and other support services
- **Facilitate** the delivery of medical supplies and equipment prescribed by your doctor
- **Guide** and support you with end-of-life issues

You may benefit from Case Management

If you have one or more of the following health issues, Case Management services can help you.

- Stroke
- Ventilator use and the weaning process
- Cancer
- Complex wound care
- Multiple trauma
- Spinal cord injury
- Serious cardiac events
- Serious lung conditions
- Heart disease
- Neurologic conditions
- Organ transplants
- Caring for premature or high-risk infants
- End-of-life care

