

CASE MANAGEMENT & YOU

HEALTHCARE HELP WHEN YOU NEED IT

The healthcare system can be complex. Dealing with a surgery, lifelong illness or being diagnosed with cancer can be overwhelming. When you're sick, a case manager can help you understand your condition, the healthcare system and be your advocate.

Our case managers

Case managers are registered nurses (RN) and certified case managers (CCM), which means they have the experience and knowledge to serve patients who have complex challenges. Arkansas Blue Cross and Blue Shield case managers have experience in acute care, critical care, emergency department, home healthcare, high-risk neonatal and maternity, rehabilitation nursing, cancer care, surgery, orthopedics, respiratory and more.

Each case manager upholds the professional and ethical standards of the Code of Professional Conduct for Case Managers.

Let's talk about case management

Case management is available to qualifying Arkansas Blue Cross members at no additional cost. If you're in the hospital, you may visit with a Arkansas Blue Cross case manager. Case management is designed to help you:



**Find your way
through your
healthcare**



**Identify problems
that prevent you
from getting better**



**Follow your
treatment
plan**



**Understand
your health
issues**

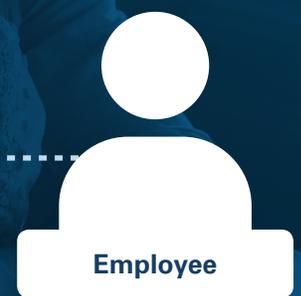


**Participate
on your own
healthcare team**



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How a case manager helps

A case manager is part of your healthcare team and will talk to you and your doctor(s) to help develop a plan for your needs. There are many perks when you have the help of a case manager.

Better communication: You'll have better, more productive conversations with your doctors and other providers. A case manager will make sure you understand what to ask during office visits, and help you get the information you need.

Help you stay healthy: Your case manager helps you discover new ways to stay healthy through preventive care. He/she will identify local resources available to you.

Get the right healthcare: Make sure you see the right providers at the right time (in the right place). Part of the case manager's job is to guide you through the healthcare system and get the help you need.

Make better decisions: Learn how to participate in your own medical decision-making. Case managers help you understand your clinical condition and how your health insurance benefits will support your treatment. You'll be equipped with the information you need to make decisions about your condition and your treatment options, and you'll get help understanding your health insurance coverage, too.

With a case manager, you're more informed and more likely to follow your treatment plan. Learn more about having a case manager as part of your healthcare team at arkansasbluecross.com.

Want to learn more?

To learn more about case management or contact a case manager, call us at **1-800-225-1891**, Monday through Friday, 8 a.m. to 4:30 p.m., Central time. We'd love to hear from you.



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