



## **Case Management**

Thank you for your interest in learning more about Case Management. Here is more information about our program and how it works.

### **What is the goal of Case Management?**

The goal of Case Management is to help members reach their health goals. Your Case Manager will help you understand your benefits and bring together health care services you need.

### **Who is eligible for Case Management?**

You are eligible for case management if you are likely to have complex medical care. A Nurse may call or write to you to let you know you are eligible for case management. You may also call us or ask your employer to call us to self-refer.

### **Is my participation voluntary?**

Yes! If you do not want to take part in this program, simply call us. It will not affect your benefits. However, we may need to speak to your health care providers.

### **What can I expect?**

Your Case Manager will call you. She will ask you some questions about your health and treatment. With your input and information from your health care provider, we will help develop a case management plan. Your plan will include goals. Your Case Manager will call you often to check on your progress. If you have any changes in your health or you have questions, you can call your Case Manager any time.

### **How can I call my Case Manager?**

Our free phone number is 1 (800) 541-7403. Your Case Manager can be reached from 9:00am to 4:00pm Monday through Friday (except holidays). Your Case Manager will provide you her direct phone number. You may leave a confidential message at any time.

Dial "0" during business hours and ask for help if you can't reach your nurse. **You should always call 911 if you are having a Medical Crisis.**

### **Will I receive a copy of my Case Management plan and goals?**

Your Case Manager will review the case management plan and goals with you over the phone. If you want a copy, please ask and it will be sent to you.

### **Who hires Corporate Care Management (CCM)?**

Case Management is free. We are hired by the company that pays your claims or your employer.

**To whom do we report?**

We may report to the company that pays your claims or to your employer. To guard your privacy, when we report, we refer to your case by a number which we create. This number is unique to you.

**Do I need to provide a specific release of information?**

No, in most cases you will not. Some providers may require a specific release. If a specific release is required, we will let you know and send you the forms.

**How can I give feedback to CCM on my experience or my Case Manager?**

We would like to hear from you about your experience. To share your thoughts with us, good or bad, or to file a complaint, ask to be transferred to a satisfaction survey at the end of your call. You are also welcome to visit our website to complete an on-line satisfaction survey. If you would like us to contact you about your comments, leave your name and phone number so we can reach you. We review each and every survey we receive.

**What is CCM's Website address?**

[www.corporatecaremgmt.com](http://www.corporatecaremgmt.com)

**How do I get a copy of my rights and responsibilities?**

A listing of your rights and responsibilities are available on CCM's Website. If you do not have a computer, ask your Case Manager to send you a copy.