



## Helping You Get The Health Services You Need

When you're dealing with difficult health issues, you face some tough decisions. It can help to have your own personal case manager — a registered nurse, licensed social worker or licensed professional counselor who not only cares about what you're going through, but can make sure you get the answers and services you need.

### Is Case Management For You?

Case management can be especially helpful for members who experience:

- An illness such as end-stage renal disease (ESRD) that requires intensive, costly dialysis treatment or a kidney transplant
- Frequent hospitalization from medical or behavioral health conditions
- Long-term serious medical or behavioral health illness
- Life-threatening illness
- Extensive home health care
- Effects of traumatic injury
- A difficult condition for which they need palliative care services

### An Advocate Who's On Your Side

When a person is dealing with serious illness or injury, it can be stressful for the whole family. Sometimes it's hard to know the right questions to ask, let alone find all the answers. You might be uncertain about which health goals are realistic for you now, or how to make the most of your health insurance benefits. Case managers have experience in connecting patients with the resources and information they need.

### About Case Management

This free program connects you with a case manager who knows about your situation and health concerns. Case managers may be registered nurses, licensed social workers or licensed professional counselors, so they have insight and knowledge about a range of medical conditions. If you have questions about your condition and the treatments you are receiving, they can help you get answers. But patients often need information about other things as well.

For example, as you deal with an illness or injury, you might need special equipment to help with a disability, transportation to medical appointments, groceries from a local food bank or assistance paying your utility bills. These are some of the needs your case manager can help you with.

## More About the Case Manager's Role

Your case manager does not take the place of your doctor. He or she can work with your health care providers and make sure your concerns are addressed. Sometimes getting the right services takes planning and coordination, and case managers help with that. You don't have to worry about going through these challenging times alone. Also, as a medical professional, your case manager will respect your privacy by keeping details of your treatment confidential.

## It's Your Choice

Case management is a voluntary program. Your decision to participate will not affect your health insurance benefits in any way.

## Getting Started Is Simple

If you would like to try case management, please call Member Services at the number on the back of your ID card. You can opt out at any time if you decide having a case manager is not for you. If you experience a problem or have a complaint about your case management experience, please call Member Services at the number on the back of your ID card and ask to speak with the case management supervisor.

## Patient Bill of Rights

Case managers respect the wishes of patients and their families and recognize that all patients have the right to:

- Have information disclosed about why the service choices were made for their care.
- Offer input into the case management plan for their care.
- Refuse treatment or services, including case management.
- Have end-of-life and advance care directives honored by our case management organization.
- Be informed of the criteria used for closing cases.
- Be notified when case management services are changed or stopped and why.
- Receive a full case management assessment for services even if the patient or family cannot fully participate in the initial assessment process.
- Understand when case management information will be disclosed to third parties.

Case managers will tell patients about these rights at the beginning of a case and uphold them at all times during the management of the case. All patients will receive a written copy of these rights within five days of case opening.

For more about your benefit plan, visit [www.BlueChoiceSC.com](http://www.BlueChoiceSC.com).

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