

Case Management

Healthcare help when you need it



OUR CASE MANAGERS

Case managers have the experience and knowledge to serve patients who have healthcare needs. Arkansas Blue Cross and Blue Shield case managers have experience in a wide range of specialties, and uphold the highest professional and ethical standards.

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.

LET'S TALK ABOUT CASE MANAGEMENT

Dealing with a surgery, a lifelong illness or a cancer diagnosis can be overwhelming. When you're sick, a case manager can help you understand your condition, the healthcare system and advocate for you. Case management is designed to help you:



Find your way through your healthcare coverage



Understand your health issues



Participate on your own healthcare team



Identify problems that prevent you from getting better



Follow your treatment plan

Case management is available to enrolled employees at no additional cost. If you're in the hospital, you may visit with an Arkansas Blue Cross case manager.

••• **YOUR HEALTH IS IMPORTANT!** •••
Your health plan features case management to help you stay healthy.



WANT TO LEARN MORE?

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



Arkansas
BlueCross BlueShield

An Independent Licensee of the Blue Cross and Blue Shield Association