



Case Management

How Can It Help Me?

Blue Cross and Blue Shield of New Mexico (BCBSNM) recognizes the importance of case management. Our case managers are committed professionals with the qualifications and knowledge of member benefits and patient rights that are essential for assisting members through the sometimes complex maze of medical care.

BCBSNM case managers can offer assistance to members and their families who are facing serious illness or injury.

Our case managers are committed to helping the member by:

- providing informed choices about health care needs based on benefit plans.
- communicating with doctors, other health care providers, and family members to develop a plan of care.
- identifying community resources available for members and their families.
- coordinating services to ensure that our members receive the right care at the right time.

Our case managers:

- are nationally certified in case management.
- follow the Case Management Society of America Standards for ethical behaviors and standards of practice.

- are knowledgeable about community resources.
- understand the benefits of the member's insurance plan.

Members may be eligible for case management services if they have a serious injury or chronic illness, such as:

- autoimmune deficiency
- cancer
- high-risk pregnancy/premature birth
- multiple medical conditions
- stroke
- traumatic brain injury/spinal cord injury
- severe burns
- trauma
- transplants



Our case managers are dedicated to upholding patients' rights to:

- make informed choices
- access emergency services
- access the appeal process
- share in decisions regarding care, including the right to accept or refuse treatment
- complete confidentiality
- be treated with dignity and respect
- be treated in a nondiscriminatory manner

The Case Management Program

The program is voluntary and participation in the program does not in any way alter the member's benefit plan.

Members are free to discontinue participation in the Case Management Program at any time.

For further information:

Call 1-866-252-8107

After hours and on holidays, members may leave a confidential voice mail message and the call will be returned the next working day.

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01/08