



# Case Management

## How Can It Help?

Blue Cross and Blue Shield of New Mexico (BCBSNM) case managers are registered nurses with expertise in many areas of medical care. At a time that is often very stressful, case managers help members access the services they need.

### Our case managers are committed to helping our members by:

- Explaining medical problems and plans of care or services
- Facilitating communication among multiple health care providers
- Coordinating plans of care or service, including helping members get the right care at the right time, and at the right place
- Explaining health care benefits and how to use them according to members' needs and BCBSNM plans so they can make informed choices about their care
- Helping with transitions between health facilities

### Member Advocates

Case managers can be actively involved in medical team and family conferences when members are in a hospital or rehabilitation facility. They work closely with the medical teams to develop and coordinate plans of care for members. Case managers work with care teams by phone. They may also coordinate activities with home health agencies and outpatient care providers, who will be providing services for members, to help facilitate a speedier return to home and family.

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

- Autoimmune deficiency
- Cancer
- High-risk pregnancy/premature birth
- Multiple medical conditions
- Severe burns
- Stroke
- Traumatic brain injury/spinal cord injury
- Trauma
- Transplants

### Case Management Program

BCBSNM members do not pay additional fees to receive case management services. Participation is voluntary and does not change the member's benefit plan. Member satisfaction surveys have consistently rated our case managers above 90 percent for satisfaction with their services.

Our case management program follows guidelines from the National Committee on Quality Assurance and the Case Management Society of America.

### Call to learn more!

To find out more about our case management services or to participate in the program, call our toll-free number to reach a health coordinator or one of our case managers at **866-252-8107**.



[bcbsnm.com](http://bcbsnm.com)