

Helping to Manage Your Care

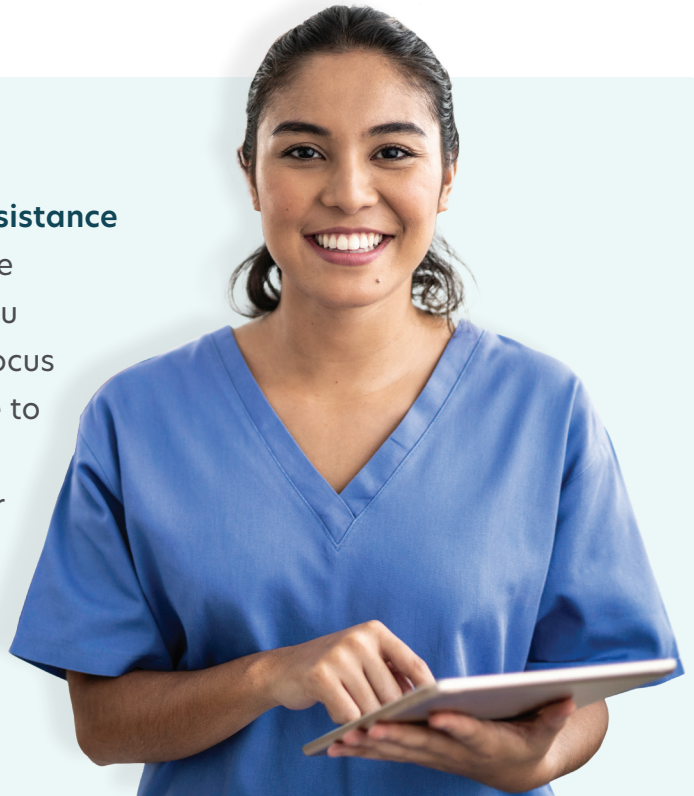
Case Management

Your health plan includes a case management program to help members who experience a catastrophic accident, life-threatening illness or complex diagnosis. If any of these events happen to you, a nurse will provide one-on-one nursing support by phone. These services are available at no additional cost to you and are completely confidential.

Our team of case managers will provide assistance

throughout your treatment or recovery course for continuity of care. We are here to help you navigate this difficult time so that you can focus on your treatment and recovery. We are here to assess, identify, problem-solve, coordinate, monitor, listen, but most of all - advocate for you and your caregivers.

We CARE, on every call, every time.



Your Nurse Case Manager Is Here To Provide You With:



Understanding Benefits



Provider Identification and Assistance



Pharmacy Coordination



Site of Care Coordination



Cost Savings



Utilization Management

What can you expect?

Your nurse case manager is ready to support you every step of the way. They can help you:

- Bring together the right resources and care teams to meet your needs
- Understand your health conditions and treatment plans to be an active and confident decision maker
- Locate quality and cost-effective providers and Centers of Excellence
- Manage and coordinate your care, including assistance with discharge planning, if hospitalized, to rehabilitation, skilled nursing, home care and through the outpatient recovery course
- Coordinate treatment plans that are medically necessary and answer your questions about prior authorization before getting care
- Navigate and optimize site of care infusion therapy and specialty pharmacy infusion, or injectable medications
- Make sure accurate and comprehensive medication information is communicated consistently across your transitions of care

Member Experiences

“Being diagnosed with stage III cancer was scary. I received a call from a nurse case manager who helped me put together a good healthcare plan. She spoke with me about managing the side effects of chemotherapy and sent me additional plan information including a list of doctors who were in my network. Her ability to spread calmness over the phone amazes me. I feel very fortunate to have an advocate at Imagine360.”

— *Case Management Participant*

We're here for you with expert service and support.

Call the number on your Benefits ID card.

Hours: Mon-Thurs: 7am-9pm CST Friday: 7am-7pm CST

