



understanding case management

frequently asked questions

WHAT IS CASE MANAGEMENT?

When catastrophic or high-risk situations arise, health plan participants experience not only the stress of their condition but the stress of navigating the healthcare system. Gilsbar's Health & Lifestyle Management case managers work one-on-one with the patient and his or her family to provide personalized service and a health management plan. Case managers are trained to identify and intervene on cases with potential long-term conditions to help prevent long-term medical complications.

WHAT ARE THE BENEFITS OF THE CASE MANAGEMENT PROGRAM?

- Medical plan assistance for participants and families with prolonged, progressive, and high dollar cases
- High-touch case management services to ensure optimal care
- Participants have direct access to their designated case manager
- Case managers provide on-going commitment until services are completed and participant goals are met
- Case managers seek to coordinate care between all involved parties to ensure high quality, medically necessary, and cost effective care
- Helps create long-term clinical and financial benefits for the plan and the participant
- Increases employee productivity by reducing the stress of overseeing the details of their or a dependent's care
- Negotiates contracts with providers whose services are not currently in the PPO network in order to promote health plan savings

WHO ARE THE CASE MANAGERS?

Case managers are licensed registered nurses and social workers who are responsible for the early identification and intervention of potential catastrophic or long-term illnesses or injuries. They work with the patient, family, and provider to assure quality care in the appropriate setting is provided as needed, to assure the patient of receiving maximum benefit from his/her health benefit coverage.

The case management clinical intake coordinators are RNs who serve as the intake point for all new referrals into case management. The case management nurses have medical specialty experience, including: medical/surgical, maternity, oncology, neonatology, transplant, rehabilitation, pediatric, and psychiatric/behavioral science.

WHY DOES OUR HEALTH PLAN OFFER CASE MANAGEMENT?

Effective case management reduces healthcare costs by identifying and reducing medical complications. It also reduces the medical and psychological barriers to recovery and fosters patient satisfaction and timely return to work. The case manager works with the patient across the care continuum on every element of treatment setting and payment sources. Throughout the process, the case manager identifies gaps in the efficiency and effectiveness of treatment and seeks to close them.

Early identification of individuals with a potential for high financial exposure to the plan or significant clinical risk factors, is key to successful case management. A referral into case management can be made by any medical professional involved with the participant, or internally, through Gilsbar. The participant, family member, or employer may also make a referral.

The case manager focuses on assessment of the participant's needs, coordinating the formulation of a comprehensive treatment plan, facilitating that plan, and advocating the participant's individualized needs within the treatment plan. Inherent in the case management perspective is a human factor which may ease the negative impact of a catastrophic event or chronic condition, and contribute to the individual's sense of well-being and dignity.

CONTACT GILSBAR HEALTH & LIFESTYLE MANAGEMENT TODAY.

We welcome the opportunity to meet and introduce you to a truly patient-centered medical management system. For more information, please call Gilsbar Health & Lifestyle Management at (800) 643-4416 or e-mail medcomonline@gilsbar.com.