

Security Health Plan care managers help members improve, maintain and regain their health

When your patients reach their optimal level of wellness and functional capability, everyone benefits: the individuals being served, their families and support systems, the health care delivery systems, and the reimbursement sources. At Security Health Plan, our care managers connect with your patients (our members) who are struggling to improve, maintain, or regain their health. They identify members' needs, locate necessary services and supplies, and collaborate with other health and human service providers to coordinate care provision. Care managers help members create a plan for achieving their health goals, advocate for members, educate, monitor and support members' efforts toward attaining goals.

If you have patients who can benefit from our care management program, please have them call Security Health Plan at 1-888-799-1599 (TTY: 711) to speak with a care manager.

Care managers are involved throughout the health care continuum. They:

- direct members to appropriate health care services
- assist with safe, timely discharges from acute and sub-acute care settings
- arrange for outpatient and in-home services to meet member needs all while developing members' self-management skills

In addition, care managers' knowledge of our members' health insurance benefits ensures that members, providers and reimbursers all receive optimal value for their health care dollars.

Care management in action

A member who lives in another state asked for help to identify an in-network mental health professional for her child. While assisting in this effort, the care manager learned that the child's father, the subscriber in his 40s, had stage IV cancer. She continued to monitor these members, checking in periodically. The child did well but the father's disease continued to progress. The care manager assisted him with identifying in-network providers, resolving claims issues, assuring needed prior authorizations were in place, obtaining information about treatment options, and providing emotional support. As his disease continued to progress, the care manager provided this assistance:

- acquired essential medical supplies and equipment
- obtained needed information and orders from providers
- arranged for home infusion of medications, nursing services and eventually home hospice
- ensured all these services and supplies were covered by his insurance benefit plan

Does care management matter to members? Here's what they are saying:

"I cannot tell you how reassuring it was to be able to reach out to you for advice and help with medical insurance issues. ... The onset of a serious illness creates a big learning curve for families. Being able to contact you and get a quick answer was so helpful in keeping us informed and understanding of the system."

"She made sure I was properly equipped with the knowledge and resources I needed to regain my health."

"She checked in, truly cared about my needs and took care of issues I encountered. It is nice to have a consistent person who understands the process and can guide patients that are critically ill."