



If you are dealing with multiple or complex health problems, Case Management (CM) can help you better understand your conditions, teach you how to take an active role in your health and help with navigating any obstacles you run into.

Through this program, you'll work directly with a case manager who will create a personalized care plan. You also get educational materials and resource support. CM can help you understand your health and make changes that can help you reach your best health.

The program offers extra help to members dealing with multiple or complex health conditions like serious trauma, transplants, spinal injuries, cancer, behavioral health, AIDS or multiple chronic illnesses.

The program includes healthcare planning, care coordination among your providers, advocacy and more.

CM is a voluntary program included with your Blue Cross of Idaho health insurance plan at no added cost to you.

## Case Management approach

- Case management is a continuous care approach that supports members before, during and after a clinical event.
- It helps members navigate a sometimes-complicated healthcare system to make sure you get the services you need.
- Case managers work with healthcare providers to coordinate care for optimal health outcomes.
- Case managers educate members and their support network on the particular condition(s), treatment and resources available.

## Case Management team

- Case managers are specially trained registered nurses and licensed social workers.
- They bring skill, experience and compassion to help with physical or behavioral health issues.
- Their expertise in motivational interviewing guides members through confusing or difficult times.

To learn more about this program:

Please call 208-387-6924 or toll free at 800-627-6655 (TTY: 800-377-1363).

You can also email [casemanagement@bcidaho.com](mailto:casemanagement@bcidaho.com).