

## Complex Case Management

Our Complex Case Management program helps you if you have chronic conditions or complex care needs.

A nurse case manager will work with you, your family, and the physician to create a plan to meet your ongoing complex case needs. Case managers advocate for you and assist you with setting goals and making a personal plan to improve your health. They also can assist you with setting goals and making a personal plan to improve your health. They also can assist with arrangements for necessary services and make referrals to, and incorporate, Disease Management programs as applicable.

Case managers answer questions and educate you so you have a better understanding of your condition and plan of care. The purpose of the program is to help you get the best possible results and the greatest value from your health plan.

Participation is voluntary, and there is no additional cost to you for this program. Baylor Scott & White Health Plan has multiple avenues for you to be considered for complex case management services, including:

- Health Information Line Referral
- Disease Management Program Referral
- Discharge Planner Referral
- Utilization Management Program Referral
- Member or Caregiver Referral
- Practitioner Referral

For more information, please call us (toll free) at 888.316.7947 to see if Complex Case Management is the right program for your needs.