

Cornell College

Case Management Questions & Answers

What is case management?

Case management is an individualized service that merges the delivery of quality health care with the effective management of claim costs. Case managers provide members with severe illness or complex problems with help in the form of education, support and encouragement.

Who are the case managers?

Case managers are Registered Nurses or Masters prepared social workers with at least five years of clinical experience.

What do case managers do?

Case managers collaborate with members, their families and health care providers to coordinate services and manage expenses while optimizing outcomes and quality of care. For example, case managers:

- Contact the patient's physician to collaborate with them on the development of a treatment plan specific to the needs of the patient.
- Assist with the coordination of information between multiple providers of care.
- Work with providers to raise awareness about other options that may be available, such as community resources and public assistance programs.
- Help with transitioning patients into network providers, locating appropriate equipment vendors or finding a support group in the area.
- Provide health benefit information to members to allow them, with guidance from their medical provider(s), to make the best health care decision for the patient and family.
- Follow the patient throughout all levels of care.

What are case management triggers?

Case management may begin based on diagnosis of a serious illness (for example, cancer, potential transplant) or an extended hospital length of stay. It may also be opened if a need for patient/family assistance is identified (for example, when an illness occurs away from home and the family requests transfer to a hospital in the local area).

Does a case manager have the authority to deny the patient medical treatment recommended by a physician?

No. All treatment decisions are made by the patient and the provider. Benefit payments are made based on the terms of the plan.

How frequently might a case manager call the patient?

Case management call frequency varies based on the needs of the patient, the providers and the plan. Frequency can vary from daily to quarterly.

What are some examples of case management in action?

- The case manager arranges transfer to a rehabilitation facility for a stroke patient.
- The case manager coordinates home health care services for administration of antibiotics for a patient with an infection.
- The case manager provides educational information and support to an expectant mother with a history of complicated pregnancy.

What do I do if I don't like the case manager?

You may request reassignment to another case manager. The decision will be made based on the circumstances, as well as the availability and expertise of alternative case managers.