

Our **High Risk Obstetrical Case Management** team is available to help our pregnant members address their concerns about their pregnancy and assist them with making informed decisions regarding physicians, facilities and care options.

Please call **1-888-621-5894** to speak to an experienced registered nurse and to request a personal case manager.

Our **Pediatric Case Management** team provides access to registered nurses with extensive experience in the pediatric setting who act as a resource for parents, physicians, hospitals and other facilities. These health care professionals can offer educational support on care issues, assist with benefit-related questions and help you see to the health care needs of our very important pediatric members.

Our **Case Management** teams are available to help you get the information, care and services you may need. Just call **1-888-621-5894**, Monday through Friday, from 8 a.m. to 5 p.m., Eastern Time (ET).

Making case management services available to you and your family is one more way we're *Making Healthcare Work.*



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CASE MANAGEMENT Program



Making Healthcare Work.

CASE MANAGEMENT

Program Overview

Horizon Blue Cross Blue Shield of New Jersey's Case Management programs can help you receive the education, care and services you may need when faced with a challenging medical situation. This voluntary program is a valuable benefit available at no additional cost to you. All clinical information received is treated in a confidential manner.

How can Case Management help you?

When faced with a complex medical situation, you may not be aware of all your needs and options. Our trained case managers are fully-licensed health care professionals, who are registered nurses with access to social workers and registered dietitians, when needed.

If you need case management services, a case manager will work closely with you and your physician(s) to help you better understand all of your health care options and to develop self-management skills for a healthier lifestyle.



Your case manager will work with you and your treating physician(s) to:

- Provide information that can help empower you to make informed decisions about your health care.
- Coordinate your health care services so they are received at the most appropriate level and setting to help maximize your benefits.
- Assist in securing any authorizations you may need in advance of receiving services.
- Refer you to other valuable programs, including our Horizon Health and Wellness Education Program, our health care ethics counseling resource, or to a social worker or registered dietitian.
- Provide information on community resources and health and wellness programs.

As a participant in the Case Management Program, you will receive an individual health assessment and routine follow-up assessments. You will also receive educational materials to help you and your physician develop individual health goals. Your case manager can help you make more informed decisions about your health care treatment.

SPECIALTY

Programs

Our Transplant Case Management team is available to assist you and your physician(s) with questions regarding the transplant process, our quality participating centers for transplant and more.

Please call **1-888-621-5894, extension 46404**, for information about our participating local and national transplant facilities, and to request educational materials or help from a case manager.

