



1-800-432-0216, ext. 6628
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HealthyOptions

We're here for our members.

Our dedicated case managers work with members to coordinate quality care.



What is case management?

Case management is a process in which the member, case manager, doctor, and family work as a team. Together, they determine the member's current health needs.

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ATENCIÓN: Se habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-432-3990 (TTY: 800-430-1270).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-432-3990 (TTY: 800-430-1270).



☆ 9 out of 10

On average, our members consistently score us a 9 on a 10-point scale. Members felt:

- 1 Their case manager helped them identify and manage their healthcare needs.
- 2 Satisfied with their case management experience.

Visit us at bcbsks.com/BeHealthy



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The case management program is provided at no additional cost to you.

Making connections between your health and well-being.

The right healthcare management approach can help improve overall health and wellness. It also can lower comprehensive medical costs for our members and their families.

Who are our case managers?

Our case managers are registered nurses, certified in case management and experienced in advocating for members with complex medical conditions.



How we help

Our dedicated case managers help bridge the gaps by:

- Assisting in setting goals for treatment and medication adherence.
- Helping members identify their healthcare needs (self-management skills).
- Locating community resources and support.
- Coordinating home health and hospice services.
- Assisting with discharge planning services.
- Looking for gaps in care.
- Helping members access contracting providers.
- Helping members maximize their benefits.

How does our program work?

1 Case management receives a referral.

Referrals are received from multiple sources such as the member, family or caregiver, physician, healthcare provider or employer.

2 Case manager evaluates.

Case manager evaluates the member's current needs, medical history and available medical benefits.

3 Case manager coordinates.

Case manager provides member information about cost efficient use of benefits, potential alternative use of benefits and/or coordination of existing benefits.

4 Case manager develops a plan.

Case manager works with the member/family, physician and other members of the treatment team to develop a plan.

Situations that may benefit from the program:

- Progressive neurological diseases
- Spinal cord injuries
- Ventilator dependency
- Care coordination needs
- Severe burns
- Transplants
- Palliative and end of life care
- Multiple trauma
- Head injuries and stroke
- High-risk pregnancies
- Premature/high-risk infant