



## Case Management Program

At Independent Health, we're dedicated to finding ways to help our members live healthier lives. Our Behavioral Health Case Management program provides case managers who partner with our members and their providers to make sure they're getting the care they need.

### **PROGRAM ELIGIBILITY REQUIREMENTS**

Independent Health's Behavioral Health Case Management is a telephonic program available to help members who are dealing with a mental health and/or substance abuse problem or condition. For example:

- You or a family member may be dealing with life stressors such as the death of a loved one, relationship conflicts, financial concerns, or job performance problems.
- You may be coping with a chronic medical condition, an addiction, or have been diagnosed with a mental illness or prescribed medications for a mental health condition.

The goal of this program is to improve your quality of life by providing information about behavioral health problems and treatment.

### **THE SERVICES WE PROVIDE**

If you or a family member is dealing with a behavioral health problem, consider contacting a case manager to inquire about the following services:

- Education on behavioral health issues including diagnosis, treatment, levels of care and types of providers.
- Helping you find an Independent Health behavioral health provider.
- Assessing your needs to determine the right level of care.
- Assistance understanding medication management and pharmacy benefits.
- Coordinating treatment with multiple providers.
- Complex case management for those with a complicated medical and behavioral health condition.

## FREQUENTLY ASKED QUESTIONS

### **Is there a cost for this service?**

Case management services are provided as part of a member's behavioral health benefit and there is no additional cost.

### **Does my information remain confidential?**

Yes. Independent Health protects our members' privacy rights at all times. We may share some information with a member's primary care physician to coordinate care. We will share information about a member's behavioral health condition only as they direct, with written consent (HIPAA form).

### **How does someone get referred?**

A member, their provider, or a legal representative may contact Independent Health to speak with a behavioral health case manager.

If you or a family member can benefit from behavioral health case management services, call **(716) 529-3945**. Independent Health's 24-Hour Medical Help Line\* provides access to an experienced registered nurse for non-emergency medical issues and advice after hours. Call 1-800-501-3439, 24 hours a day, 7 days a week.

\*Independent Health's 24-Hour Medical Help Line should not be used for diagnosis or as a substitute for a physician.