

Case Managers are Here for You

At Independent Health, we're dedicated to finding ways to help our members live healthier lives. Our Case Management team of experienced and highly trained nurses and other care specialists (including behavioral health, physical therapy, respiratory therapy, social workers, and certified diabetes educators) are here when you need someone to guide you.

OUR CASE MANAGERS MAY CALL YOU ON THE PHONE AND HELP YOU:

- Understand your diagnosis and treatment options
- Coordinate your care with your Primary Care Physician, Specialist(s) and other providers
- Understand your medications and how to take them as prescribed
- Address barriers you may have with obtaining your medications
- Understand your plan of care
- Get support for you/your family/caregivers to keep you safe at home
- Understand your benefits
- Link with community resources
- Understand health issues related to aging

WHEN AND WHY WE CALL OUR MEMBERS

If you've been in the hospital with a serious health condition or experienced complications, are living with multiple health conditions and finding it difficult to manage your daily activities, a Case Manager may call to help:

- Identify what's important to you, to manage your health condition such as asthma, cancer, COPD, diabetes, heart disease, high-risk pregnancies, serious mental illness and/or substance abuse diagnosis
- Guide you to appropriate resources
- Keep you on the road to recovery by assisting you with your discharge instructions

What Our Members Say About Us:

"My Case Manager truly looked out for my health and well-being. She checked on me weekly and made numerous calls to doctors and other medical agencies, on my behalf, to 'fact find' and help me solve my problems. I am so pleased."

- 2020 Case Management Satisfaction Survey



FOR MORE INFORMATION

Case management services are provided by phone as part of your plan benefits. There is no additional cost. If you or a family member could benefit from Independent Health's Case Management program, please call us:

- **Case Management for Medical Conditions: (716) 635-7822**
- **Case Management for Behavioral Health Conditions: (716) 529-3945**

You may also call us toll-free at 1-800-501-3439 (TTY: 711) and ask to speak with a Case Manager.

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-665-1502 (TTY: 711). Independent Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-665-1502 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-665-1502 (TTY: 711)。

Independent Health is a Medicare Advantage organization with a Medicare contract offering HMO, HMO-SNP, HMO-POS and PPO plans. Enrollment in Independent Health depends on contract renewal.

Independent Health protects our members' privacy rights at all times.