



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 CAN 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

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 Monday – Friday, 8 a.m. – 5 p.m.:

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.

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 can 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, mental health and/or substance use diagnosis
- Guide you to appropriate resources
- Keep you on the road to recovery by assisting you with your discharge instructions

