

Medica Care SupportSM Case Management Program for Individual and Family Plan Members

Provider FAQ

What is the Case Management Program?

Case management assists members by assessing their health care needs, helping them understand their health condition, coordinate care, navigate the health care system, and follow up on the member's progress and ability to better manage their condition(s).

How do we identify eligible members for the Case Management Program?

The program identification process utilizes advanced algorithms which include but are not limited to medical and pharmacy claims to identify members with multiple complex medical needs. Then, we reach out and engage these members with tools and interventions that support their specific condition and situation. Members may also be referred into case management.

Is the program mandatory for identified members?

No. The Case Management Program is voluntary for eligible members.

How do we engage members?

A team of engagement coordinators, registered nurses and social workers reach out to eligible members by mail and phone to share information about the program and invite them to participate. The registered nurses and social workers will help educate the members about their chronic condition and help them develop a plan to best manage that condition.

Who supports the Case Management Program?

A team of registered nurses and social workers support the program. They conduct an initial assessment and when combined with medical and pharmacy claims data serves as the foundation for a detailed action plan. Subsequent phone sessions allow the nurse or social worker to identify gaps in care, help the member set goals, and create a plan together for achieving those goals. The nurse or social worker encourages the member to keep scheduled appointments with their providers and share their progress of managing their condition(s). Frequency of phone sessions vary and is tailored to the member's condition(s), severity, gaps in care and the nurse's initial assessment.

When does a participant complete the program?

Members typically complete the program when they reach their goals or demonstrate the ability to self-manage their condition. Program completion is often dependent on medication compliance, clinical stabilization, closed gaps in care and reduced acuity level due to the intervention.