

# case management

## Frequently Asked Questions—For Members

### What is Case Management?

Premera Case Management is a voluntary service offered by Premera to you if you need extensive support and services because of a complex medical condition, a recent surgery, or admission to a hospital. A Case Manager is assigned to work with you and your physicians to identify and plan for support to promote recovery and healing, and reduce the need for hospital readmission.

### Who are Case Managers?

Premera Case Managers are qualified registered nurses, licensed social workers or licensed behavioral health counselors who specialize in managing complex medical cases. They can collaborate with you and your health care providers to develop a Case Management plan. They also serve as a single point of contact and advocate with medical staff.

### How can a Case Manager help me?

A Case Manager can help you in many ways:

- Answer questions about treatment options and healthcare benefits
- Help locate community resources
- Provide information about treatment side effects
- Provide support and encouragement for you and your family
- Facilitate communications about claims and benefits with customer service
- Work directly with your health providers to coordinate care

### What are the benefits of the program?

The program aims to provide you with better healthcare, quality of life, reduced need for hospital readmission and lower healthcare costs.

### How do I know if I need Case Management?

You may be eligible for Case Management if you have been recently admitted to a hospital, received surgery, or have a complex medical condition or behavioral health issue.

### How can I participate?

To participate, you will need a referral. There are four ways you can be referred to the program:

- Self or family referral
- Hospital referral
- Physician referral
- Employer referral

Visit our online directory at [premera.com](http://premera.com). Click on "Find a Doctor" for the most current listing of hospitals and physicians in your area. You may also call the Customer Service number on the back of your health plan ID card.

### Do I have to participate?

No, you decide whether you want to participate or not. Our Case Managers are here to help you determine if Case Management is right for you.

### How can I refer myself?

To be evaluated by a Case Manager for the program, you can refer yourself by phone or fax:

- Call **1-800-344-2227**, press "4" and follow the instructions
- Fax a referral form:
  - Go to [premera.com/case-manage-form](http://premera.com/case-manage-form)
  - Download the Case Management Referral Form
  - Print, complete and fax the form to **1-877-468-7377**

### How can I learn more?

Call **1-800-344-2227**, press "3" to speak with a Case Management representative.