



Case Management **SERVICES**

A service designed with our
membership in mind.

Bluegrass **Family Health**

651 Perimeter Drive
Suite 300
Lexington, Kentucky 40517
Phone: (859) 269-4475

Toll Free: (800) 787-2680

casemanagement@bgfh.com
www.bgfh.com

Case Management **SERVICES**



Bluegrass **Family Health**

What is Case Management?

Case Management is a team of registered nurse specialists who assist with planning and coordinating the options and services required to meet our members' health care needs. Bluegrass Family Health's Case Management program is available to our members who have **acute, traumatic, progressive or life-threatening medical conditions.**

Why is Case Management Important?

Case Management provides wide-ranging support and assistance to members and their families:

- Access to a nurse who can teach members about their disease or disability
- A larger voice in the delivery of their health care
- A health care advocate
- More personalized attention
- Professional guidance for effective self-management



What are the Goals of Case Management?

The ultimate goal of Case Management is for members to reach their optimum level of wellness and functional capability.

Everyone benefits:

- The member
- The support system
- The health care providers

Case Manager Responsibilities

- Help identify appropriate providers and facilities
- Help coordinate available resources subject to the member's benefit plan
- Help optimize the use of community resources
- Help provide early detection and preventive care guidance
- Help monitor treatment

Are Case Management Services for Everyone?

No, Case Management Services are for those members who need assistance with coordinating their health care and benefits. Examples include members who fit the following descriptions:

- Have prolonged or traumatic hospitalizations
- Require continued care due to a newly diagnosed condition
- Require prolonged home care after discharge from the hospital
- Require complex education to manage their disease process

This service is provided at no additional cost to you. If you feel that you or a covered member of your family is a candidate for Case Management, please contact our Customer Service Department at (859) 269-4475 or (800) 787-2680. Your health care provider may also contact us at any time if they feel you or your family member will benefit from Case Management Services.