

# Case Management



Kansas City

## Personalized Support that Helps You Manage your Health

Life is full of risks and uncertainties. You can count on the Case Management program from Blue Cross and Blue Shield of Kansas City (Blue KC) to provide trusted guidance through some of life's toughest and unexpected moments.



### Case Management

Blue KC's team of highly-trained nurses are here to help members who suffer from a catastrophic accident, life-threatening illness, high-risk pregnancy or premature birth.

If any of these events happen to you or a covered dependent, a Case Management nurse will provide personalized, one-on-one nursing support by phone or on-site, as needed, to help:

- Develop individualized treatment plans that optimize the health benefits allowed in your Blue KC plan.
- Understand the medical costs associated with your treatment and find available care resources.
- Advocate for your health by coordinating with your caregivers, finding and reviewing treatment alternatives, and helping with discharge planning (if hospitalized).

Case Management nurses are also at the heart of the following Blue KC programs:

**Little Stars® Prenatal Program** - helps expecting mothers improve outcomes if faced with a complex pre-term birth or other pregnancy complications.

**Transition to Home Program** - an on-site assessment to help members prepare to go home from the hospital, and stay home, including follow-up support after you leave the hospital.

**Advanced Illness Program** - pairs members and their support system with a social worker to provide guidance through end-of-life care and decisions.



### Your Health, Your Decision

We're committed to helping members improve their overall health and understand their healthcare options. It's important to remember that you always have the right to:

- Choose your healthcare providers.
- Provide input into your Case Management plan.
- Refuse treatment or services, including Case Management services, regardless of the implications of such refusal of benefits, eligibility and/or health outcomes.
- Use end-of-life care options, advance directives, and the option of no treatment at all.
- Obtain information about the Blue KC Case Management criteria for selection and closure.



### Member Experiences

"Living with breast cancer hasn't been easy. But it's been manageable with the help of my Blue KC Case Management nurse. Since I was diagnosed five years ago, she has called me every couple months to check in on me. She's done more for me in getting help from the various Blue KC programs available to me than I ever could have on my own."

*Blue KC Member,  
Case Management Program Participant*

# Case Management, continued



## Member Experiences, cont.

"Being diagnosed with stage III lung cancer was scary. Having a good healthcare plan was important to me. I knew I was in good hands when I received a call from a Blue KC Case Management nurse. She spoke with me about managing the side effects of chemotherapy and sent me additional plan information including a list of doctors who were in my network. I appreciated her phone calls and all of the information she provided. I feel very fortunate to have healthcare coverage with Blue KC."

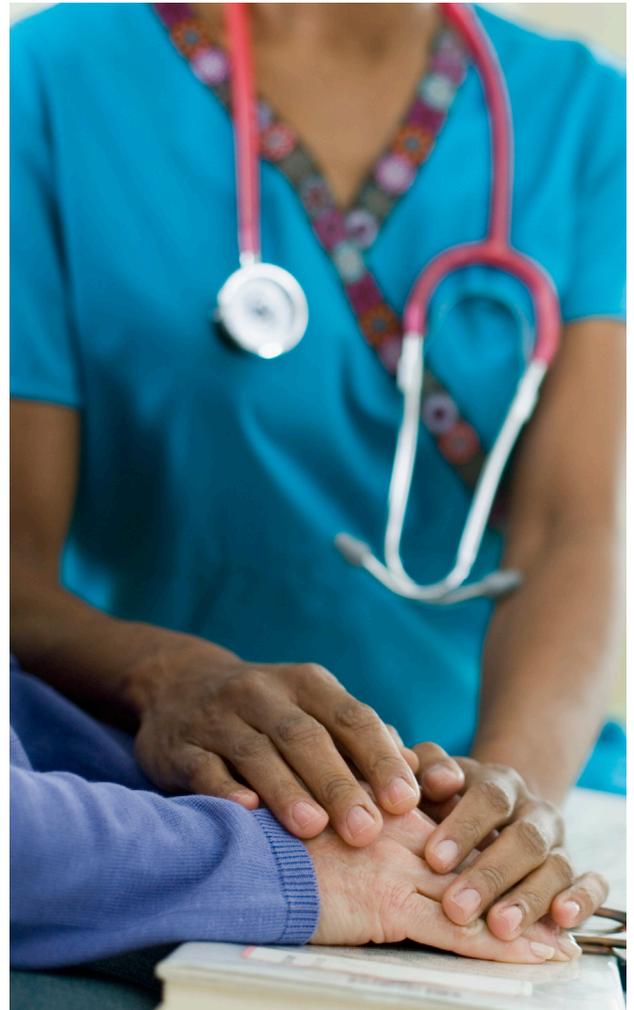
*Blue KC Member,  
Case Management Program Participant*



## Support from a Blue KC Nurse

"It's extremely important that a member understands their condition and gets the support they need. As a Case Management nurse at Blue KC, I found that to be especially crucial for a member who had been diagnosed with chronic pancreatitis. This member was hospitalized due to a respiratory infection. After she left the hospital, she lost 34 pounds and faced other challenges to care for herself. I immediately worked to get the member admitted into a long term acute care facility where she could get the care and nutritional support she needed. After seven days, she was sent home and now has support from a home health nurse plus physical and occupational therapy each week."

*Gail Price, BSN, RN, CCM,  
Blue KC Case Management Nurse*



## WE WELCOME YOUR CALLS.

For more information regarding an illness or injury you or your doctor believe may be appropriate for Case Management services, contact us at 866-859-3811.