
Behavioral health case management

Helping you get the services you need



When you're dealing with difficult behavioral health issues, you face some tough decisions. It can help to have your own personal case manager — a registered nurse or social worker who not only cares about what you're going through, but can make sure you get the answers and services you need.

About case management

This program, available at no cost to State Health Plan primary members, connects you with a case manager who specializes in behavioral health. If you have questions about your condition and the treatments you are receiving, they can help you get answers. Members often need

information about other things, as well. For example, you might need transportation to medical appointments, groceries from a local food bank or assistance paying your utility bills. Your case manager can help you find resources to assist you with these services.

Is case management for you?

Case managers can help with a variety of conditions, including:

- Alcohol or substance use;
- Bipolar disorder;
- Borderline personality disorder;
- Depression;
- Eating disorders; and
- Schizophrenia.

An advocate who's on your side

When a person is dealing with serious illness, it can be stressful for the whole family. Sometimes it's hard to know

the right questions to ask, let alone find all the answers. You might be uncertain about which health goals are realistic for you now, or which treatment options are covered and how they work. Your case manager can connect you with the resources and information you need.

More about the case manager's role

Your case manager does not take the place of your doctor or therapist. But he work with your health care providers and make sure your concerns are addressed. Sometimes getting the right services takes planning and coordination, and case managers help with that. You don't have to worry about going through these challenging times alone. We believe in taking a proactive and collaborative approach to coordinating care to ensure you receive the right care, at the right time, in the right setting.

It's your choice.

Case management is a voluntary program and you can opt out at any time.

Getting started is simple.

If you would like to try case management, call the customer service number on the back of your State Health Plan identification card and ask to speak to a case manager.



Patient Bill of Rights

We handle each case with sensitivity and confidentiality. Member information is kept strictly confidential. Case managers respect the wishes of patients and their families and recognize that all patients have the right to:

- Have information disclosed about why the service choices were made for their care.
- Offer input into the case management plan for their care.
- Refuse treatment or services, including case management.
- Have end-of-life and advance care directives honored by our case management organization.

- Be informed of the criteria used for closing cases.
- Be notified when case management services are changed or stopped and why.
- Receive a full case management assessment for services, even if the patient or family cannot fully participate in the initial assessment process.
- Understand when case management information will be disclosed to third parties.

Case managers will tell patients about these rights at the beginning of a case and uphold them at all times during the management of the case. All patients will receive a written copy of these rights.

For more information, visit
www.StateSC.SouthCarolinaBlues.com.



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Companion Benefit Alternatives, Inc. is a separate company that manages behavioral health and substance abuse benefits on behalf of BlueCross BlueShield of South Carolina.

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178731-08-2018

Recovery Support Program



This program, available at no cost to you, centers around supporting you through your recovery, one day at a time. We will connect you with a behavioral health coach who will help you plan for success and coach you through the tough times.

Because everyone's journey is different, your coach will help you create a personalized action plan to help you overcome the challenges of addiction. You will have support and encouragement each step of the way. Your coach will help you:

- Set personal sobriety goals to stay off alcohol, opiates and other substances;
- Develop coping strategies to deal with cravings and relapse triggers;
- Identify support systems for health, wellness and positive relationships; and
- Improve functioning for overall healthier life and lifestyle.

You don't have to worry about getting through these challenging times alone. We are here for you, to help you stay focused on your goals for healthier living.

Your privacy

We handle each case with sensitivity and confidentiality. Member information is kept strictly confidential.

Your decision to participate in the program is voluntary and you can opt out at any time if you decide the program is not for you.

Getting started is simple

If you would like to enroll in Recovery Support, just call us at 800-868-1032, ext. 25835. You can also email us at: CBARecovery@companiongroup.com. You have made a huge step in the right direction. Let us help you through your journey.

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179052-08-2018