



An Anthem Company

NEW YORK Provider Communications

Complex Case Management program

Published: Jun 1, 2019 - **State & Federal** / Medicaid

Category: Medicaid

Managing illness can be a daunting task for our members. It is not always easy to understand test results or know how to obtain essential resources for treatment or who to contact with questions and concerns.

Empire BlueCross BlueShield HealthPlus is available to offer assistance in these difficult moments with our **Complex Case Management program**. Our case managers are part of an interdisciplinary team of clinicians and other resource professionals working to support members, families, primary care physicians and caregivers. The Complex Case Management process utilizes the experience and expertise of the Case Coordination team to educate and empower our members by increasing self-management skills. The Complex Case Management process can help members understand their illnesses and learn about care choices to ensure they have access to quality, efficient health care.

Members or caregivers can refer themselves or family members by calling the Customer Service number located on the back of their ID card. They will be transferred to a team member based on the immediate need. Physicians can refer their patients by contacting us telephonically or through electronic means. We can help with transitions across levels of care so that patients and caregivers are better prepared and informed about health care decisions and goals.

You can contact us by phone at 1-800-300-8181. Case Management business hours are Monday – Friday, 8:00 a.m. – 5:00 p.m. and Saturday 9:00 a.m. – 5:00 p.m ET.

URL: <https://providernews.empireblue.com/article/complex-case-management-program-2>

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June 2019 Empire Provider Newsletter

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