



An Anthem Company

## NEW YORK Provider Communications

### Complex Case Management program

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

Empire BlueCross BlueShield HealthPlus (Empire) is available to offer assistance in these difficult moments with our **Complex Care Management program**. Our care managers are part of an interdisciplinary team of clinicians and other resource professionals there to support members, families, primary care physicians and caregivers. The complex care management process uses the experience and expertise of the care coordination team to educate and empower our members by increasing self-management skills. The complex care 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 Member Services number located on 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 at [www.empireblue.com/nymedicaidoc](http://www.empireblue.com/nymedicaidoc). 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 **1-800-450-8753**. Case Management business hours are Monday to Friday from 8:30 a.m. to 5:30 p.m.

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