



IDAHO

Regence  


CARE MANAGEMENT

## Get extra support for your health



Our Care Management team can help you with health challenges, big or small. Whether you need help coordinating care or are dealing with a chronic health condition, we're here to support you.



### Nurse care managers can help

If you ever face a new medical issue or need help with a complex one, our care managers—experienced registered nurses and social workers—are here to answer your questions and make sure you get the care you need. We partner with you and your doctor to support a treatment plan based on your needs, support system and benefits. And we take a holistic view of your health, looking at how all the pieces of your care experience work together for you. With a care manager on your side, you can focus on staying healthy or getting healthier.



### Managing chronic conditions

If you have a new diagnosis or need extra help managing a chronic health condition, you need an advocate who puts your care first. We can help with the heavy lifting of setting up care conversations and appointments—and we can provide recommendations. You'll be paired with a dedicated nurse who can be your advisor, coordinator and interpreter. You can rest easy knowing we're working behind the scenes to address any potential gaps in care—the goal is to help you get the right care at the right time.

## Reasons we may reach out

- You recently had a hospital stay
- You're preparing for a hospital stay
- You have a new or existing chronic condition
- We notice a potential gap in your care
- We want to share important information about a health condition
- You need extra help with a chronic condition

## What we can do to help

- Offer support, information and resources
- Coordinate care among providers and help with transportation
- Answer questions about benefits and health conditions
- Make sure you're getting the right services
- Help you navigate and manage a new diagnosis
- Help manage a complex or chronic condition



When we reach out, we hope you'll get back to us! Our team is here to help you manage your health with support and confidence. Have questions for us? Give us a call at **1-866-543-5765** or email **CaseManagement@regence.com**.

## How we helped a Regence member

When a Regence member began visiting the ER frequently for falls, a care manager was concerned that one of her medications put the member at a higher risk for GI bleeding if she continued to have falls. Outreach to the member and her provider resulted in a medication change that could help keep her safer and reduce her visits to the ER. With the care manager looking out for her, the member was better able to focus on her daily life and feel confident about her care.



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