

Contigo Health® Sync Health Plan Case Management —Here For When You Need It Most

Contigo Health® Sync Health Plan Case Management is designed to help you get the care you need. Whether you are recovering from a recent emergency, hospitalization, or surgery or managing a complex diagnosis, our Case Managers are here to work with you to achieve the best possible outcome. They help you understand, manage, and coordinate your care.

Our Case Managers use guidelines from evidence-based case management. Sources include Case Management Society of America (CMSA) Standards of Practice and Pender Nursing Practice Model of Health Promotion and Risk Reduction, as well as nationally recognized care standards from organizations such as the American Diabetes Association and the American Heart Association.

How can the Case Manager help me?

Case Management is designed to assist you in receiving medically appropriate and coordinated care that is specific to your needs. You will have a dedicated Case Manager to confidentially assist you in navigating your benefits plan to obtain the appropriate medical, mental health, and/or substance use disorder services.

Case Managers are experienced professional registered nurses and/or social workers who are certified (CCM) and trained to coordinate healthcare services among your doctors and other providers. This includes assistance with special equipment, medications, or supplies you may need at home. The Case Manager works with you, your family, doctors, hospitals, and other medical providers to review proposed treatment plans and assist you in coordinating your care.

Office hours for Case Management are 8:30 am to 5:00 pm (Eastern Time), Monday through Friday. An answering system (secure and confidential) will take messages before and after hours and on holidays. You may receive outreach from Case Managers who have identified a possible need based on risk scoring or referrals from our utilization management team, or you may be referred by human resources. You can also self-refer by calling **877-891-2690, option 4**.

Once referred, you will complete an assessment to evaluate your needs and then set both short- and long-term goals specific to your circumstances and diagnosis. Case Managers can also work directly with your providers to help ensure your needs are being met.

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