

Case Management Program



Chronic and complex health conditions can be overwhelming to manage on your own. We can help you make the most of your health plan benefits.

Your health plan includes access to Blue Cross and Blue Shield of North Carolina's (Blue Cross NC) voluntary case management program, administered by Brighton Health Plan Solutions, LLC.

The program proactively matches our registered nurses with individuals who have or are at risk for developing a serious health condition such as:

Asthma	Chronic Low Back Pain	Congestive Heart Failure
COPD	Coronary Heart Disease	Depression
Diabetes	Hyperlipidemia	Hypertension

Our nurse case managers take the time to really listen to you.

If you meet eligibility requirements, one of our trained and fully licensed nurses will reach out to you to share more information about the program. As a participant, you will first complete a health assessment. Your nurse case manager will then work with you to build a personalized plan of care based on your goals and health plan benefits.

For further details, see your summary plan description.

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Your nurse case manager will:

- Regularly **discuss your health care goals** and progress with both you and your doctors
- Point out treatment options available under your health plan and help you get **answers to questions about your medications**
- Assist in **making appointments**, explain what to expect and **help locate transportation resources**
- Suggest when to **get a second opinion**
- Provide **educational materials** and direct you to **community resources**
- **Coordinate access to in-network clinicians**, including a dietitian, pharmacist and social worker
- Recommend plan benefit options for **achieving wellness goals**



Compassionate support for your health care journey.

Case management is available to eligible members as part of your health plan – at no extra cost to you.

If you are eligible for the program, you will receive a call from your assigned nurse case manager and an introduction letter in the mail. Participation is confidential and you may opt-out at any time.

Enroll Today!

If you have any questions or want to see if you're eligible, contact cmreferrals@brightonhps.com or call **888-884-0096**.

Limitations & Exclusions:

Like most health plans, your plan has some limitations and exclusions. Once enrolled in your health plan, you will receive access to your plan documents, which contains detailed information about plan benefits, exclusions and limitations. This flier contains a summary of benefits only. It is not your summary plan description. If there is any difference between the information on this flier and the summary plan description, the provisions of the summary plan description will control. Licensed clinical employees of the Blue Cross Blue Shield Association, Blue Cross and Blue Shield of North Carolina and Brighton Health Plan Solutions, LLC provide information only and do not provide medical services or treatments in connection with this program. Only your health care providers can provide medical services and treatments.