

Learn about our Case and Disease Management Programs

Helping members with complex or chronic health problems.

Prevea360 Health Plan offers case and disease management services for members diagnosed with catastrophic illness, a trauma-related event or certain chronic diseases. The purpose is to promote members health and offer member support through an intense or difficult health issue. We offer four categories of programs: Ambulatory Case Management, Disease Management, Case Management and Case Coordination. These programs are free and voluntary and the member may opt-out at any time.

- **Ambulatory Case Management** contacts members who have recently been discharged from an inpatient hospital stay. The member is contacted by a nurse case manager and assessed for problems to prevent re-admission.
- **Disease Management Living Healthy** program offers telephonic disease counseling with a nurse, to members with high risk chronic conditions including diabetes, congestive heart failure, COPD and asthma. The program specializes in supporting patient self-management through telephonic counseling, health education, care reminders, patient advocacy and support while following clinical practice guidelines for these conditions. This program is made available to commercial members, in partnership with Healthways, Inc.
- **Case Management** services are provided for members who have complex health care needs or are facing a serious health problem. Case management includes, but is not limited to, high-risk OB patients, NICU babies from birth to one year of age managed by Progeny and all transplant patients. A member may be identified for case management based upon a diagnosis, acute injury or from a referral by a healthcare provider. The case manager will work with all providers to meet the member's needs using available resources with the goal of delivering quality, cost-effective care. The purpose of case management is to help the member and family navigate the healthcare system and return to a productive lifestyle after a catastrophic event. Prevea360 Health Plan also supports an embedded case management program at Prevea Clinics. The embedded program provides point-of-care complex case management as well as ongoing telephonic follow up to both commercial and Medicaid members.
- **Case Coordination** is when a nurse case manager or care management specialist will coordinate services with the member, health care provider and other members of the health care team as needed to establish the best plan of care for the member. Case coordination includes contact with members having frequent ER use, the Strong Beginnings maternity outreach program and a Hospital Discharge Call program.

We value the patient and practitioner relationship and have a strong commitment to your rights as the central point of care. We seek to support your patient care decisions while helping your patients navigate through the health care system. If you have any questions or would like to refer a member into a case or disease management program, call 877.230.7555.