

A health and benefits program of Christian Brothers Services

# Maintaining *your health*



## Case Management

### Ensuring Appropriate Care while Maximizing Cost Savings

#### *A Different Approach*

American Health's URAC-accredited Case Management services are designed to improve the quality of patient care while maximizing cost savings. We provide individuals a better understanding of specialized care needs, access to centers of excellence and specialty care facilities, education on alternatives to costly inpatient care, and direction toward in-network discounts. We work with members to educate and help them make choices that contribute to a healthier lifestyle, thus reducing the incidence of complications and future medical costs.

Our integrated programs provide triggers that automatically refer cases that may benefit from Case Management intervention, helping to facilitate early identification, prevent rehospitalization, and significantly reduce costs.

#### *A Solution for Life*

Case Managers are licensed registered nurses who function as advocates, facilitators, and educators, assuring that members make smooth transitions from inpatient settings to alternate care and home care when appropriate.

### Program Highlights

- Comprehensive approach to patient-focused support and life management.
- Dedicated Case Managers to interact with patients and family, offering a complete support network.
- Access to a Case Manager, American Health's board certified Medical Director, and a panel of board certified practicing physician specialists.
- Reporting capabilities include accurate projections on costs for future needs and statements of prognosis.
- We report all Never Events and Avoidable Hospital Conditions.

### Other benefits and services include:

- Preparation and planning through health management.
- Effective communication.
- Follow-up and reporting.
- Treatment and care facilitation.
- Identification of support groups and systems.
- Minimization of future complications through health management.
- Specialty services for neonate, oncology, and transplant.



Visit [mycbs.org/health](http://mycbs.org/health)  
for more information

For more information on the Utilization Management program,  
call 866.614.4244 / [AmericanHealthHolding.com](http://AmericanHealthHolding.com)