



## Managed Care Services

### Complex Case and Behavioral Health Management

Members who meet certain criteria for being at higher risk are assessed for enrollment in the ABS Complex Case/Behavioral Health Management Programs. Patient-specific problems, goals, interventions and barriers are identified. A formal care plan is produced and all parties including, but not limited to, the patient, care giver, physician and community resources are integrated into the plan. Telephonic care coordination is essential to coordinate member care and follow up.

The ABS Case Management Program is designed to provide a mechanism to effectively manage the health care resources for members with a variety of health care needs and in multiple care settings. Case management is a collaborative process which assesses, plans, implements and evaluates options and services to meet an individual's health needs. Case management principles are utilized according to the individual needs of the member across the care continuum.

Case managers collaborate with the utilization and disease management departments to ensure that disease-specific programs are coordinated. Through an interdepartmental, multi-disciplinary team approach, triggers and interventions for each level of disease are developed. Case management provides individualized interventions through direct phone contact with the member. Members participate in case management until pre-established goals are met or the member declines further case management services. Case management for patients with BH/SA issues also includes the coordination of community services, and ongoing support in areas such as housing, employment, social relationships, and community participation.

Member satisfaction surveys have shown that 99% of patients involved with ABS case management were either "happy" or "very happy" with the program. Patient comments include:

***"I was very surprised that a program like this was in place."***

***"Our family was very happy with the level of service we received."***

***"I feel that my recovery went better and faster because of the help I received from my care manager, and it was nice knowing I had someone I could go to with questions once I was out of the hospital."***