



Innovative Health
PLAN II
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COMPLEX CASE MANAGEMENT PROGRAM



You have the opportunity to enroll in our **Complex Case Management Program** to help manage your immediate healthcare needs. This program is offered at no cost to you through your benefits plan.

We are deeply concerned about your care and if you choose to enroll in this program, you will be assigned a case manager nurse who will contact you by phone to discuss how she / he can help you manage your healthcare needs through this challenging time. Our goal is to provide a complete, whole-person assessment of your long-term goals and health care needs. Additionally, we will work with you to determine how all of these requirements might be met within the terms of your healthcare plan.

The benefit to you is a higher level of care post-discharge and help navigating the complexities of your healthcare. Enroll today and get the extra care and assistance you need to improve your health.

Core Program Elements:

- Your case manager nurse will facilitate your discharge transition planning so that you receive the appropriate level of post-hospitalization service, including follow-up doctor visits, medication reconciliation, and information to access your local community resources, if needed.
- Your nurse will also develop, implement and monitor your progress against a customized plan of care designed just for you.
- You will also get assistance to assure your post-discharge plans and services are coordinated and covered within your insurance benefit plan.
- Other needs such as life care planning may also be provided, if warranted.

**THE CARE AND ASSISTANCE YOU
NEED TO ACHIEVE OPTIMAL
HEALTH OUTCOMES.**

(866) 342-8152