



Information for Health Care Professionals

## Case and Disease Management

Providing Your Patients, Our Members, with the Best Possible Care

### Brighten Your Patients' Health Outlook

WellCare offers comprehensive Case and Disease Management services to facilitate patient assessment, planning and advocacy to improve health outcomes for patients with select diseases or disorders. WellCare trusts you will help coordinate the placement and cost-effective treatment of patients who are eligible for our Case and Disease Management programs.

In turn, our Case and Disease Managers alleviate your workload by focusing on time-consuming tasks such as:

**Evaluation** – The Case Manager is a Registered Nurse (RN) or a Licensed Clinical Social Worker (LCSW). The Case Manager will conduct a comprehensive assessment of the member to determine where he/she is in the health continuum. This assessment gauges the members' support systems and resources, and seeks to align them with appropriate clinical needs.

**Planning** – The Case Manager collaborates with you, the member and/or the caregiver to identify the best way to fill any identified gaps or barriers to improve access and adherence to the provider's plan of care.

**Facilitation** – The Case Manager works with community resources to facilitate member adherence with the plan of care. Activities may be as simple as reviewing the plan with the member or caregiver, or as complex as arranging services, transportation and follow-up.

**Advocacy** – The Case Manager is the members' advocate within the complex labyrinth of the health care system. Case managers assist members with seeking services to optimize their health.

When you refer patients to the Case and/or Disease Management programs, you are taking a proactive step to assist patients with serious, complicated diseases and disorders, and helping them get the personalized health care and attention they need.

## How Our Programs Go Above and Beyond to Provide Care for Your Patients

### We're here to help you!

WellCare's Case Managers support you and your hectic schedules – freeing you to spend more time with your patients by:

- Collaborating with providers and physicians to create a targeted assessment and care plan for the patient's identified needs
- Maintaining communication between the patients and their families, and the team of physicians
- Identifying opportunities for intervention, such as gaps in care or lack of financial resources to meet needs
- Assisting with patient transition when discharged from the program

The types of cases targeted by our Case Management Program include, but are not limited to, the following types of patients:

- Complex care needs requiring coordination of multiple outpatient services
- Transplants
- Frequent inpatient admissions and readmissions
- Prolonged or debilitating illnesses or injuries

Our Case Management Program identifies potential participants through:

- Referrals from physicians
- Self-referrals from patients
- Pharmacy and medical claims data
- Review of services utilized

WellCare's Disease Managers also provide support and free you to spend more time with your patients by:

- Educating patients on how to deal with the challenges of their disease
- Documenting progress in clinical notes

Our Disease Management Program targets the following conditions\*:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Diabetes
- HIV/AIDS
- Hypertension

\* Programs vary by contractual requirements.

### How to Refer Your WellCare Patients to Our Case or Disease Management Programs

If you would like to refer your WellCare patients to either or both of these programs, please call the Case and Disease Management Referral Line at 1-866-635-7045, Monday–Friday from 8 a.m. to 5 p.m. Eastern.