

## Case Management

### We're Here for You

As part of our mission to help members achieve and maintain the best health possible, Hill Physicians case management program is designed to provide needed support when complex health problems arise. Case managers are experienced nurses with extensive clinical backgrounds who can help you make informed decisions to better manage your care. The case manager becomes part of your healthcare team, working with you and your physicians to help you get the care you need.

### Hill Physicians case managers:

- Help you understand your health plan benefits
- Keep track of the care all your doctors give you
- Facilitate communication among all your doctors about your care
- Help with coordination of care and authorizations
- Work with the Member Health Improvement department to provide self-management education for your condition

Sometimes a physician requests case management for patients with complex or serious conditions. In these cases a case manager contacts the patient by telephone. For certain other conditions, such as breast cancer or chronic pain, you can self-refer to case management. If you agree to participate in the case management program, the case manager will ask a series of questions to learn more about your particular situation. All information will remain confidential.

Our case managers offer you and your providers a helping hand so you can stay focused on what's important – **getting back to good health!**

To request case management services, contact **Member Health Improvement** for a referral.

Phone: **(800) 445-5747**

Email: **Health@hpmg.com**

Please provide your **full name, daytime phone number, the city where you live** and specify you are **requesting case management for breast cancer or pain management**.

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