



**Appropriate care when
you need it.**

Early notification results in maximum benefits:

The earlier we are notified, the earlier we can work together with you to ensure cost effective and appropriate medical care.

By working closely with you and your health care providers, we ensure complete confidentiality for every case.

We're ready to help you!

If you feel case management would be appropriate for you or a member you know, please contact the Case Management department at:

1-800-336-2488,

or in the Fargo area at:

277-2100.

www.BCBSND.com



**BlueCross BlueShield
of North Dakota**

*An independent licensee of the
Blue Cross and Blue Shield Association.*

4510 13th Avenue SW
Fargo, ND 58121-0001

Is case management for you?



During the course of any year, only a small percentage of the population experiences catastrophic accidents or illnesses. Yet this small group accounts for a large portion of all healthcare costs.

Growing trends toward containing soaring costs have led to a new focus on case management. The mission of the Case Management department is to have a positive impact on our members' health by ensuring the quality, cost effective health care they need.

To support this commitment, members who qualify for case management services may be allowed benefits not covered under the regular benefit plan.

Participation with case management is voluntary and does not alter other benefits offered by your basic health care plan. It is a collaborative effort

A voluntary program designed to help maximize your benefit plan

between you, your health care provider and Blue Cross Blue Shield of North Dakota, to help you receive the benefits you need when you need them.

Our ongoing communication with both you and your health care provider allows us to help develop and assess an appropriate treatment plan. By exploring options for care and treatment, we can determine the available benefits and apply them to your benefit plan.

Our case management coordinators have clinical experience, which enables them to examine each case individually and determine who qualifies for this program.

The attending physician, other health care providers, and our coordinators work together to identify cost effective, medically appropriate and necessary care for those who qualify.

If you use case management services, you, the physician (or other health care providers) and Blue Cross Blue Shield

of North Dakota must sign a written agreement, describing the services and benefits to be provided. This agreement may change as your condition changes, or if you no longer wish to receive these services.

Case management applies to, but is not limited to, the following:

- **Admissions that exceed the recommended or approved length of stay;**
- **Use of health care services that generate ongoing and excessively high costs;**
- **Conditions that are known to require extensive follow-up care and/or treatment.**