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# SuperWell

## Case Management

## Program Highlights

- If you are an eligible member, there is no out-of-pocket cost to participate in the Case Management Program.
- Program participation is voluntary.
- Your doctor will continue to direct your care.
- You will work with a Nurse Case Manager.
- You will receive education and support specific to match your needs.

### Member Confidentiality

Medical Mutual and its Family of Companies hold their employees, consultants and business associates to strict policies and procedures that safeguard our members' personal health information. According to written policy, personal health information concerning our members is treated as confidential in accordance with applicable laws and regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

### Enroll Now

If you think you or one of your dependents would benefit from our Case Management or Behavioral Health Case Management Programs, one of our knowledgeable Nurse Case Managers will be happy to assist you. Please call:

	Case Management	Behavioral Health Case Management
Medical Mutual®	800.258.3175	800.258.3186
Consumers Life®	800.529.5697	800.233.2058
Carolina Care Plan®	800.590.2583	800.877.6003

A CONDITION MANAGER PROGRAM

A CONDITION MANAGER PROGRAM



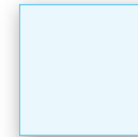
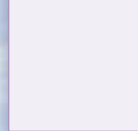
MEDICAL MUTUAL OF OHIO®

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CAROLINA CARE PLAN | CONSUMERS LIFE

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## An Individualized Program

Have a serious injury or illness? Medical Mutual of Ohio® and its Family of Companies offer our Case Management Program to help ensure you have access to the right care, at the right time and at the right cost.

Our comprehensive Case Management Program works with you and your doctor to develop and implement an individualized plan that promotes safe and cost-effective care. We strive to help you improve and manage your overall quality of life.

When you participate in the program, you will receive assistance with:

- Navigating the complex healthcare system.
- Understanding and participating in your plan of care.
- Recognizing and reaching your highest functional level.

### Case Management Program

Our program provides assistance for about 50 conditions, including stroke, traumatic injuries and multiple sclerosis. Within the program, Case Management has dedicated Nurse Case Managers who are Registered Nurses and are specialized in specific disease states:

#### Specialty Case Management Programs

- Cancer Program, *SuperWell® Cancer Care*
- Chronic Kidney Disease
- End-of-Life Program, *Transitions in Caring*
- End-Stage Renal Disease
- Gastric Bypass Surgery
- Hepatitis C
- High-Risk Neonates
- High-Risk Obstetrics
- Rheumatoid Arthritis
- Solid Organ and Tissue Transplants

#### Behavioral Health Case Management Programs

- Bipolar Condition
- Child and Adolescent Disorders
- Eating Disorder
- Psychiatric Medical

### The Importance of Nurse Case Managers

Nurse Case Managers will work with you to:

- Empower you to make informed decisions.
- Initiate discussion with you, your family and your healthcare team.
- Coach and share information that can positively impact your health.
- Identify and access appropriate healthcare and/or social resources and services.
- Promote cost-effective care by obtaining competitive rates for services.

Program participants are contacted by Nurse Case Managers at least once a month. However, you can call Monday through Friday, 7:45 a.m. to 4 p.m. (Eastern), and for Behavioral Health Case Management, Monday through Friday, 8:15 a.m. to 4:15 p.m. (Eastern). All messages left after hours are answered within one business day.

These recommendations are for your information only. They do not take the place of, nor are intended to substitute for, professional medical advice, diagnosis or treatment from your doctor. The information does not establish or imply coverage for any particular treatment or service. The recommended services may not be covered. Eligibility and coverage depend upon the specific terms and conditions of your benefit plan.