

Complex Case Management

The Complex Case Management program is a free telephonic program serving members with complex chronic medical conditions that, if not well-managed, can lead to serious medical complications. Our team will work closely with our members to evaluate and monitor their health to improve and better manage their conditions. We will coordinate health care services and communication between hospitals, clinics, and doctors to best support our members.



Who is eligible for the program?

All EmblemHealth members except GHI NYC PPO.* Qualifying members who have a high incidence of chronic conditions such as asthma, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease (COPD), diabetes, hypertension, and behavioral health conditions, including substance use disorders.

How do members enroll?

To enroll, members can call the Care Management department at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m. Members can also enroll on the EmblemHealth website at: emblemhealth.com/live-well/chronic-conditions/connect-with-care-management.

How does the program benefit the member?

- Provides one-on-one interventions with EmblemHealth care managers and social workers.
- Allows access to a multidisciplinary team consisting of registered nurse care managers, behavioral health care managers, social workers, and nonclinical care specialists to help manage their conditions, address and key health concerns, and support them with important health services.
- Helps coordinate health care services and communications between provider, family, and other care team members.

How can you support members/your patients in the program?

- You can support your patients by coordinating with the Care Management team to help address any outstanding gaps in care and working with the member to define and meet their care goals.
- You can also refer your patients to take advantage of local community resources and other EmblemHealth programs they can benefit from.
- You can help your patients understand the importance of sticking to their care plan, taking their medication properly, scheduling and attending all follow-up appointments, and actions they should take if there is an emergency.

How long is the program?

The program is available to members for up to 90 days or longer depending on their needs.

How do I find out more?

For more information and/or for your referrals, call our Care Management department at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m.

* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to emblemhealth.com/providers/manual/health-promotion-and-care-management, under the "Care Management Programs" drop-down, at the bottom.

