



Case Management Services

Support when you need it most

When unexpected illness or injury occurs in your life, the last thing you want to think about is having to navigate your health benefits. That's why Meritain Health[®] offers case management, a no-cost and confidential program that helps you and your family through a difficult experience.

With case management, you'll speak to a dedicated case manager on a regular basis. Case managers are registered nurses and licensed social workers who assess your health and help you develop a suitable and affordable treatment plan. They also help you understand your condition and work with you, your providers and your loved ones to ensure you receive quality care. They may even find you savings or discounts through your benefits or certain physicians.

How to enroll

You, a family member or your provider can call to determine if case management services are right for you. We may also reach out to you if we think you would benefit, based on precertification required by your plan. Remember, case management is included in your health plan, so this service is at no cost to you.

If you fall ill or are injured, your main concern shouldn't be paperwork. Let a case manager help you and your family with your benefits and treatment so you can focus on getting better.

Case management provides you with:

- Personalized support for you and your family when serious injury or illness occurs.
- Help in understanding your health benefits, home care needs, treatment options and possible lifestyle changes.
- Communication facilitation between you and your doctor or hospital.
- Potential savings and discounts through your benefits.



We are Meritain Health

As Advocates for Healthier Living, we provide easy-to-use health care benefits you can use to live well. We also take steps to help you save on the cost of your care. Contact us at the number on your ID card if you have any questions about your plan.