Complex Case Management Program

We offer a Complex Case Management program for members who could benefit from more intensive coordination of services. Case managers are available to support members living with complex health conditions who need services and support to manage their health. Case Managers partner with members and their providers to help manage their conditions with the goal of influencing illness trajectory, promoting adherence to the prescribed plan of care, and improving health outcomes. A personalized care plan is created based on the member’s health goals and case managers provide ongoing management and support as the member works toward those goals.  
  
Interventions are customized based on individual need and are focused on helping members achieve their stated health outcomes. Frequent interventions include:

* Educating the member on their disease trajectory.
* Reviewing risk and benefits of treatment decisions.
* Helping to support and clarify goals of care.
* Completion of a comprehensive medication review.
* Fostering healthy patient/provider relationships.
* Identifying and resolving barriers to care.
* Assisting with community resources to address social determinates of health that may impede desired health outcomes.

**How does the program benefit the members?**

• Provides one-on-one interventions with Imperial Health case managers and social workers. • Allows access to a multidisciplinary team consisting of registered nurse case managers, behavioral health case managers, social workers, and nonclinical care specialists to help manage their conditions, address any 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.

For more information about how to refer members to our Complex Case Management program please contact us at 1-626-655-8820