

Complex Case Management

The Goal of Complex Case Management: Engage + Empower + Enhance + Enable

Our Case Managers believe in taking a holistic approach to health care. They will work with you to form a personalized care plan to help you establish your priorities and achieve your maximum health potential. A GHC-SCW Case Manager will also collaborate with you, your care team, GHC-SCW providers and in-network specialists to ensure you receive high-quality care.



What Is Complex Case Management?

- It's a free, voluntary service for GHC-SCW insurance members.
- Members can stop at any time.



How Can Complex Case Managers Help You?

Our complex case managers will work with you to form a personalized care plan to help you establish your priorities and achieve your maximum health potential. They will collaborate with you, your care team, GHC-SCW providers and in-network specialists to ensure you receive high-quality care, and could help you with the following:

- Improve your quality of life, functional status and overall health.
- Navigate the complex care system.
- Understand your benefits so you can get the most from your health insurance plan.
- Understand and ask questions about your care.
- Help you access the community resources you need to live better.
- Provide support in your recommended treatments and therapies.



Is Case Management Right for You?

You may benefit from Case Management if you have any of the following chronic diseases or conditions:

- If you have 5 or more chronic health conditions requiring specialty care.
- If you struggle with alcohol, opioids or other recreational drugs.
- If you have a chronic medical condition and have been hospitalized for psychiatric reasons in the past two months.
- If you are under 18 years old and have been hospitalized for psychiatric reasons in the past two months.

GHC-SCW's Population Health

department works to improve the health and well-being of our members and eliminate health disparities. We do this by tailoring preventive outreach strategies for all our members and coordinating care for members with high-cost, complex or chronic conditions such as asthma, COPD, diabetes, chronic pain or hypertension.

Our care teams, made up of primary care providers, nurses, clinical pharmacists, mental health providers, physical therapists and other GHC-SCW staff, work together to connect members with the resources and support they need. Some of the resources we offer include educational materials, individual consultations with trained health educators, classes and programs such as Complex Case Management.

Members with complex or chronic health conditions may receive periodic preventive service reminders by phone, mail or secure message through their GHCMYChartSM account. These reminders will have information about recommended care.

To learn more about all the resources offered through Population Health, your potential eligibility or how to opt-out, visit ghcscw.com select **Wellness** at the top right, then click **Health Management**.

Potential Case Management members must live in Wisconsin and have GHC-SCW insurance as their primary insurance. Members who have Medicare A&B as primary insurance do not qualify for GHC-SCW Case Management. If you think you could benefit from Complex Case Management, contact your Primary Care Provider to discuss the opportunity or call the GHC-SCW Care Management Department at (608) 257-5294.