



## Case Management PreferredOne is there for you.



Beth recently had a stroke which has changed how she approaches her medical care and her life. Beth's physician developed a comprehensive treatment plan that includes physical therapy, medications and a dietitian. Initially Beth felt the pressure of trying to

navigate her way through the complexities of her treatment plan, different care providers and the many questions that come up each day.

This is where PreferredOne Case Management comes in. Beth's PreferredOne nurse has become an essential part of Beth's recovery in answering questions about the treatment plan and closes any gaps in care. *"PreferredOne has been there every step of the way during my recovery. I am not sure what I would have done without their guidance."*

### Get the Support You Need

Have you been diagnosed with a condition and you're worried about unanswered questions? Would you like to have a nurse to offer sound medical advice about living with a specific condition? Maybe you need an advocate to help you navigate through the intricate medical system. PreferredOne's team of registered nurses (RNs), social workers and medical directors are here to support you-and there is no extra cost.

### PreferredOne Case Management

By working with you and your healthcare providers, PreferredOne's case managers coordinate your treatment plan. Your case manager will help you manage your condition to get the best health care results efficiently and cost-effectively. This service is not intended to take the place of your primary care provider or to interfere with care, but to support you in following your physician's prescribed treatment plan and helping address any barriers.

### Case Management Services

- Serves as a resource to PreferredOne members and caregivers.
- Provides both verbal and written education regarding the condition, community resources and information.
- Supports coordination of care and the prescribed treatment plan outlined by your primary care provider.
- Serves as a liaison between the health plan, member and primary care provider.

### Case Management Conditions

- Cancer
- Stroke
- Kidney Disease
- Liver Disease
- Transplants
- Spinal Cord Injury
- Traumatic Brain Injury
- Newborn with complications
- Depression/Mental Health Screening
- Chronic Conditions

**To speak with a PreferredOne case manager call 1.800.940.5049, enter #1 and ext. 3456.**

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