Select Health

Care Management

Care Management provides an **individualized, member-centric experience** and is available to all Select Health members at **no additional cost**.

Care Managers **work closely with members and their care teams** to help **better manage chronic or complex conditions**.

- Evidence based care plan
- Member centered goals
- Risk assessment
- Maximize benefit plan
- Coaching and motivation
- Remove barriers
- Coordinate communication
- Engage member & families

Proactive and requested support

- Study historical data to identify members who would benefit from support
- Review a member's physical, mental/ behavioral, and prescription needs
- Reach out when a patient is transitioning home

Customer experience that goes the extra mile

Care Managers **reach out to members when they are at their most vulnerable** to guide them to the resources that work best for them.

Examples:

- Connect after office visits to ensure follow-up
- Conduct motivational interviewing to uncover root cause(s) for member issues
- Provide scheduling reminders

Our Care Managers are connected

Knowledgeable of **local and integrated** network providers, facilities, and procedures

Provide **targeted, personalized** member support

Live in the **communities we serve**

Deeper understanding of the patient and faster follow-through, due to easier access to EMRs

Case Study: Going above and beyond

Situation:
A member needed dialysis administered while out-of-state for family vacation.

Solution:
A Care Manager worked behind the scenes to **locate and provide in-network access** to a facility in the state they were visiting.

We go **above and beyond** to ensure each member's needs are met and they receive the **best possible physical and mental healthcare**.

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