

# Complex Case Management Program

We offer a Complex Case Management program for members who could be helped through more intensive coordination of services. This program is intended to help members with complex behavioral health conditions connect with needed services and resources. Care Coordinators work intensely with individuals in the development of a comprehensive plan of care which coordinates the following:

- Therapeutic services (therapy, medication management, case management, etc.)
- Community and Psychosocial supports (education/support regarding illness, coordination with support system, other supportive services)
- Coordination of care between medical and behavioral physicians and clinicians
- Recovery and Resiliency Services (peer support, development of a crisis/recovery plan, life planning activities)
- Other services as appropriate (legal, shelter, basic needs, etc.)

## Program Goals:

- Movement toward recovery
- Enhanced wellness
- Building resiliency through empowerment and self-care

## Criteria for acceptance into the program include:

- Presence of complex behavioral health condition(s) which require intensive coordination of services
- History of intensive behavioral health service utilization over the past 12 months
- Member willingness to actively participate in the program for at least 90 days

For additional information about the Complex Case Management program, please call the number on the back of your insurance card.