

## **Case Manager**

### **Case Manager Role**

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- Builds caring relationships among family, youth, and team
- Collaborates with patient and family to overcome barriers to compliance
- Serve as contact point, advocate and informational resource for family and community partners/payers
- Has exhaustive knowledge base of available community resources to be maximally effective
- Carry out care plans, evaluate effectiveness, monitor and recommend changes as needed with medical team members
- Works with MD and disease manager to optimize compliance and communication

### **Case Manager Tasks**

- Follows up on positive screens for noncompliance risk
- Creates care plan based on patient risks and needs
- Assists with entry into public health insurance/CSS
- Navigates patient/payer issues with insurance case manager such as DME, special therapies, referrals
- Assists with linkage to services such for material, utility, educational, social, respite, and legal needs
- Tracks compliance with case management plan of care
- Augments communication by keeping physician and disease manager aware of patient progress
- Serves as team member in quality improvement processes to measure quality and to identify, test, refine and implement practice improvements