Case Manager

Case Manager Role

• 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