



*Whether you need  
a little support –  
or a lot...*

Anthem's Case Management Nurses can be your advocate in managing your health and helping you get well. Their role is to:

- Assist you in understanding your medical condition, surgery or injury, treatment plans and medications
- Support your treatment and recovery plan
- Help you find available resources near you and access special health care providers and/or services ordered by your doctor
- Help you make the best use of your benefits to control your health

## Case Management is here when you need it most

When you're faced with a chronic illness, injury or surgery, making important treatment decisions can be overwhelming. Don't worry, Anthem Case Management is part of your health plan and is here to provide the resources and support you need – at no extra cost – to enjoy the best health outcomes possible.

Our case managers are Registered Nurses who are supported by a team of clinical experts. They can partner with you and/or your family to help you navigate the health care system and make the best use of your insurance benefits. Their goal is to understand your needs from all angles and help you get the best care possible.

## Start Building Your Support Team Today

Once enrolled, you'll be assigned a Case Management Nurse who will work one-on-one with you to help you manage your health and feel better. Here's how it works



**Get Started** – in most cases, Anthem will contact you directly if we think Case Management is right for you. Can't wait? Call the Member Services number on your ID card to see if Case Management is a good fit for you.



**Stay In Touch** – your nurse will get to know you and your current needs and help you create a support plan to reach your health goals. Since your needs may change over time, your nurse will call you regularly to offer support and address any question or problems that come up. You will also have your nurse's direct phone number so you can reach out when needed.



**Get Better** – if you achieve your goals and decide you don't need help anymore, simply let your nurse know. The program is voluntary and you can stop participating at any time.

We look forward to talking with you.



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