

Care Management Programs



Helping Manage Your Patients' Health

Horizon Blue Cross Blue Shield of New Jersey's Care Management Programs can help physicians and other health care professionals manage the health of their patients – our members – better.

There are two types of programs under our Care Management Programs – Chronic Care Program and Case Management Program.¹

By collaborating with physicians and other health care professionals and helping our members receive the appropriate care, our Care Management Programs support Horizon BCBSNJ's overall goal of improving quality, enhancing the patient experience and lowering costs.

In addition, our programs:

- Work with our members to support their physician's treatment plan
- Communicate with physicians and other health care professionals to address concerns identified during member assessments, including compliance and barriers to care

- Assess the medical, financial and social needs of our members and intervenes with appropriate resources

Participation in our Care Management Programs is voluntary and at no additional cost to eligible members.

¹Care Management Programs may not be available for all Horizon BCBSNJ health plans or lines of business.

Your patients may benefit from the Chronic Care Program or the Case Management Program. Refer them today.

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Horizon



Horizon Blue Cross Blue Shield of New Jersey

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Horizon BCBSNJ's **Case Management Program** offers care coordination and guidance to members and their families who are faced with a complex medical condition.

Case Management is suggested for members who have certain complex illnesses such as:

- Cancer
- Newborn abnormalities
- Heart surgery
- Organ transplant
- High-risk pregnancy
- Severe injury or paralysis
- Extensive home care or home infusion
- Ventilator management

An assigned Clinical Case Manager, who is a registered nurse, can help members examine their options regarding specialists, hospitals and medical care.

If your patients are dealing with a complex medical condition, have them call **1-888-621-5894** and select option **2**.

Representatives are available Monday through Friday, from 8 a.m. to 5 p.m., Eastern Time (ET). You can also call this number for more information about our Case Management Program.

Horizon BCBSNJ's **Chronic Care Program** offers care coordination and guidance to members when diagnosed with one of the following conditions:

- Asthma
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Diabetes
- Heart Failure

For more information about our Chronic Care Program, call **1-888-333-9617**, Monday through Friday, from 8 a.m. to 7 p.m., ET.

Improving your patients' care

With our Care Management Programs, your patients can have an improved experience.

Advantages include:

- Clinical guidance, including personal assistance and follow up from registered nurses and dietitians
- Comprehensive health and lifestyle assessment
- Diagnosis education
- Help with understanding their plan benefits
- A care plan created in collaboration with physicians and other health care professionals
- Day-to-day self-management advice that encourages compliance with treatment plan