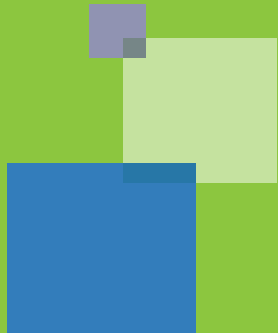




## Case and Disease Management



Our Disease Management Programs target conditions including\*:

- Asthma
- Bipolar Disorder
- Coronary Artery Disease (CAD)
- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- HIV/AIDS
- Hypertension
- Major Depression
- Obesity
- Psychotic Disorder
- Substance Abuse

*\* Programs vary by contractual requirements.*

## Case and Disease Managers' Capabilities

WellCare's case and disease managers support you and your hectic schedules – freeing you to spend more time with your patients by:

- Collaborating with providers and physicians to create a targeted assessment and treatment plan for the patient's condition;
- Educating patients on how to deal with the challenges of their disease;
- Maintaining communication between the patients and their families and the team of physicians;
- Documenting progress in clinical notes;
- Identifying opportunities for intervention such as ineffective treatment plans or lack of financial resources to meet needs; and
- Assisting with patient transition when discharged from the program.



## Case and Disease Management

Providing Your Patients, Our Members,  
with the Best Possible Care





## Brighten your Patients' Health Outlook

WellCare, through its subsidiaries, offers comprehensive case and disease management services to facilitate patient assessment, planning and advocacy to improve health outcomes for patients with select diseases or disorders. WellCare trusts you will help coordinate the placement and cost-effective treatment of patients into our Case and Disease Management programs.

In turn, our case and disease managers alleviate your workload by focusing on time-consuming tasks such as:

**Evaluation** – A registered professional nurse will conduct a comprehensive assessment of the member to determine where he/she is in the health continuum. This assessment includes determining the members' support systems and resources and aligning them with their needs.

**Planning** – The case manager collaborates with the member or care-giver to identify the best way to fill any identified gaps or barriers to improve access and adherence to the provider's plan of care.

**Facilitation** – The case manager works with community resources to facilitate member adherence with the plan of care. Activities may be as simple as reviewing the plan with the member or care-giver or as complex as arranging services, transportation and follow up.

**Advocacy** – The case manager is the member's advocate within the complex labyrinth of the health care system. Case managers assist them with seeking the services to optimize their health.

## We're Here to Help You!

Our Case and/or Disease Management Programs identify potential participants by investigating:

- Referrals from physicians;
- Self-referrals from patients;
- Frequent inpatient admissions and re-admissions;
- Pharmacy data; and
- Patients who have failed to improve despite intense medical efforts.

When you refer patients to the Case and/or Disease Management programs, you are taking a proactive step to assist patients with serious complicated diseases and disorders and give them the personalized health care and attention they need.

## How Our Programs Go Above and Beyond Caring for Your Patients

The types of cases targeted by our Case Management Program include, but are not limited to:

- Inpatient and outpatient – medical, surgical and obstetrical, e.g., CHF, COPD, multiple comorbidities
- Psychiatric/substance abuse
- Transplants
- Physical therapy, rehabilitation, skilled nursing facilities
- Complex care – needing multiple services

- Prolonged illness and injuries. "Prolonged" is defined as cases that need management for 90 days or longer
- Cases that do not meet any of the above criteria but are of such intensity they warrant clinical management and scrutiny, e.g., a case that is a limitation/exclusion to the Plan that has developed a complication and the complication is covered by the Plan
- Cases that are customer directed – outside of Plan scope
- Short-term – cases expected to last for less than 60-90 days that have more than one service need

## How to Refer Your WellCare Patients to Our Case or Disease Management Programs

If you would like to refer your WellCare patients to either or both of these programs, please call the Case and Disease Management Referral Line at **1-866-635-7045**, 8 a.m. to 8 p.m. Eastern Time.