

Case and Disease Management

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

Brighten Your Patients' Health Outlook

WellCare 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 who are eligible for 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 Case Manager who is a registered professional nurse will conduct a comprehensive assessment of the member to determine where he/she is in the health continuum. This assessment gauges the members' support systems and resources, and seeks to align them with appropriate clinical needs.

Planning—The Case Manager collaborates with the member or caregiver 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 caregiver or as complex as arranging services, transportation and followup.

Advocacy—The Case Manager is the members' advocate within the complex labyrinth of the health care system. Case managers assist members with seeking services to optimize their health.

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 to Provide Care for Your Patients

We're Here to Help You!

WellCare's Case 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
- Maintaining communication between the patients and their families, and the team of physicians
- Identifying opportunities for intervention such as ineffective treatment plans or lack of financial resources to meet needs
- Assisting with patient transition when discharged from the program



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

- Complex care needs requiring coordination of multiple outpatient services
- Transplants
- Frequent inpatient admissions and readmissions
- Prolonged or debilitating illness or injuries

Our Case Management Program identifies potential participants by investigating:

- Referrals from physicians
- Self-referrals from patients
- Pharmacy and medical claims data
- Overutilization of clinical services

WellCare's Disease Managers support you and your hectic schedules—freeing you to spend more time with your patients by:

- Educating patients on how to deal with the challenges of their disease
- Documenting progress in clinical notes

Our Disease Management Program targets the following conditions*:

- Asthma
- Coronary Artery Disease (CAD)
- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- HIV/AIDS
- Hypertension

* Programs vary by contractual requirements.



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 Monday through Friday, from 8am to 5pm Eastern.