



You're unique

That's why your healthcare should be, too

Case Management





**At Wellpoint, we believe
everyone deserves to live well.**

That’s why we’re sending you this booklet that explains what case management is and how it works. It provides real examples. You’ll also find information about benefits that are just for Wellpoint members.

Contents

What is case management? 4

Types of case management 4

How to get started with Wellpoint case management 5

Make sure case managers know how to get in touch with you 5

No stone unturned: Cassie’s story 4

Reminders and additional benefits. 6

Be sure to renew your Wellpoint benefits 6

Earn Healthy Rewards. 6

Get behavioral health services 6

Opening doors: Walter’s story. 7

From readmissions to stabilization: Lee’s story. 7

Useful definitions. 8

Important phone numbers. 9

Notes 10



What is case management?

Case management is a service that helps you get the care you need to live well. You'll work with a case manager (CM) one-on-one to guide you along and organize a care plan with your doctors.

This service is free with your TennCare benefits.

Types of case management

Case management changes by personal needs — or on a case-by-case basis. These may include mental health, recovery, primary care, and others.

Keep in mind:

Your Wellpoint case manager will work with other case managers you may already have. Together, they'll help you reach your healthcare goals.

They can help you:

- Learn about housing opportunities.
- Find employment opportunities.
- Find how to get reimbursed for mileage to appointments
- Find no-cost rides for healthcare visits.
- Find mental health support for issues like depression, anxiety, family issues, and substance abuse.
- Learn about TennCare's dental coverage.
- Stay on top of your medications or find other ways to taking pills every day.
- Get Healthy Rewards and other Wellpoint extras.
- Answer your questions and concerns.



How to get started with Wellpoint case management

If you think case management can help you, or want to learn more, call Medicaid Member Services at **833-731-2153 (TTY 711)**, Monday through Friday, 7 a.m. to 5:30 p.m. Central time.

You can also ask your doctor to refer you to case management. To do this, have them email WLPBehavioralHealthRef@wellpoint.com.

Make sure case managers know how to get in touch with you

- Let them know if you have preferred contact times.
- Let them know how you'd like to meet. Meetings can take place over the phone, in person, or video meetings such as Zoom.

Meetings with your case manager are brief, scheduled at your convenience, and can take place in a variety of locations while you're in treatment — including the hospital.

Case managers can also:

- Go with you to doctor's appointments when needed.
- Guide you to help you meet your healthcare needs.
- Connect you to community resources that can help pay for food or utilities.

No stone unturned: Cassie's story

Cassie, 23, was reaching the end of her stay at a local inpatient hospital. She was planning for her discharge.

Cassie didn't have any income or family support. Sharon, the hospital social worker, was having a hard time with her discharge. She sent referrals for residential treatment and was waiting for responses. While reviewing Cassie's history, John, her case manager learned that she may be eligible for more services. So, he made a referral on her behalf.

John and Sharon worked together to share information, find available resources, and get options. Cassie did qualify for more support and was able to discharge from the hospital to a place that met her needs.



Reminders and additional benefits

Be sure to renew your Wellpoint benefits

You'll need to renew your benefits every 12 months to stay covered.



To learn more, scan the QR code or visit the Renewal page of our website at wellpoint.com/tn/medicaid.

Earn Healthy Rewards

Healthy Rewards is a no-cost, optional program for Wellpoint members. The program encourages you to create a healthy lifestyle. It then rewards you with gift cards to popular retailers.



To view a list of Healthy Rewards you may qualify for, scan the QR code or visit our website at wellpoint.com/tn/medicaid.

Get behavioral health services

We can help with depression, anxiety, family issues, substance abuse, and other issues. This includes:

- Crisis services for mental health or substance abuse.
- Services to treat substance use disorder.
- Psychiatric inpatient facility services, rehabilitation services, and residential treatment.

We also offer the [CommonGround recovery library](#). It includes free resources and tools to help you start the recovery and healing process.



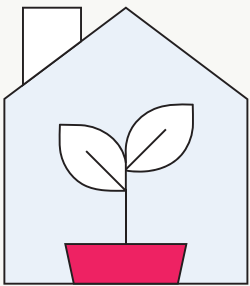
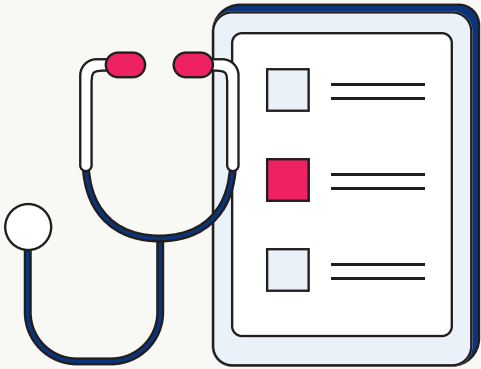
Scan the QR code or visit the CommonGround Library page of our website at wellpoint.com/tn/medicaid to get started.



Opening doors: Walter's story

Walter was feeling overwhelmed and “on the edge.” His physical health issues were causing him hardship, and he didn't feel he had many options. He questioned whether using drugs might be the only answer. He told his case manager, Shelly, how he was feeling.

Shelly wanted to act quickly as Walter had opened the door for help. As a member of the team, she was able to meet with Anna, who works in behavioral health. They quickly found a new doctor for Walter and set up transportation for his first appointment. He shared struggles he had before and agreed to enter treatment. His substance abuse and physical health symptoms did worsen for a while. With ongoing help, he has maintained sobriety for the longest period in his recovery journey to date. This opened the doors for further healing and allowed him to spend more time with family.



From readmissions to stabilization: Lee's story

Lee, 61, was going through his third hospital admission in six months. He struggled with symptoms such as major depressive disorder and a lack of support.

Gini, his case manager, first met Lee while he was homeless. She put his needs for housing first. They began their search in partnership with a local Health Link. Lee had to go back to the hospital during this time. So, they went in a different direction. Gini worked with the hospital discharge planner, Rhonda, to advocate for Lee's wish to reside in a group home.

Fast forward to today. Lee now has stable housing and a safe environment. He has reliable access to medications, transportation, and ongoing behavioral health and primary care. Lee now has a support system to rely on and is managing his symptoms of major depressive disorder.



Useful definitions

Behavioral health: Behavioral health includes the emotions and behaviors that affect your overall well-being. Sometimes it's called mental health and often includes issues with substance abuse. Behavioral health has trained providers who can help you much like a physical healthcare provider does. Learn more at [cms.gov](https://www.cms.gov).

Case management: Refers to the process that assesses, plans, implements, coordinates, monitors, and evaluates to improve outcomes, experiences, and value.

Managed Care Organization (MCO): An insurance carrier that seeks to provide cost-effective/high-quality healthcare. TennCare contracts with three MCOs to provide care: Wellpoint, BlueCare, and UnitedHealthcare®.

Members: The patients or clients.

Primary care provider (PCP): This is the healthcare provider (doctor, nurse practitioner, or physician's assistant) who takes care of wellness exams, preventative care, and identifies and treats common health problems. Everyone needs a PCP for routine healthcare including vaccines, recommended screenings, and sick visits. PCPs also usually make referrals for specialty services if needed. It is important that everyone has a PCP that is trusted, has available appointments for care, and is conveniently located.

TennCare: The state of Tennessee's Medicaid program that provides healthcare to qualifying individuals.

Important phone numbers

24-hour Nurse HelpLine: **866-864-2544 (TRS 711)**

CHOICES: **866-840-4991 (TRS 711)**

Language services: **877-346-1674**

Member services: **833-731-2153 (TRS 711)**

Medical emergency: **911**

Nonemergency TN Carriers transportation:
866-680-0633 or Member portal at tenncarriers.com

Pharmacy care services: **888-816-1680**

Social Security office: **800-772-1213 (TRS 800-325-0778)**

TennCare: **855-259-0701**

Suicide and Crisis Lifeline: **988**

If you're a Medicaid member with BlueCare or UnitedHealthcare® and would like to learn more about case management, call the phone numbers listed below.

United Healthcare: **800-690-1606**

BlueCare: **888-416-3025**



Notes

[illegible][illegible]

Spanish: Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 833-731-2153 (TRS: 711).

Kurdish: کوردی

ئاڭدارى: ئەگەر بە زامانى كوردى قەسە دەكىت، خزمەتگوزارىهكانى يارمەتى زما، بەخوڤايى، بۆ تۆ بەردەستە. پەيوەندى بە 731-833 (TRS 711) بکە.

Do you need help with your healthcare, talking with us, or reading what we send you? Call us for free at: 833-731-2153 (TRS: 711).

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or treated you differently? Then call 833-731-2153 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.

