



## Complex Case Management

### How can it help?

Complex case management is a service for members with the highest needs who have multiple chronic, complex or catastrophic conditions. Medical Management Specialists provide this service and are employed as Care Coordinators by Blue Cross and Blue Shield of New Mexico.

Complex case management activities are based on national standards of practice from the Case Management Society of America and clinical care guidelines. The overall goal is to help members regain optimum health and improved function in the right setting and in a cost-effective manner.

Providers, facility discharge planners, pharmacists and caregivers can refer members to receive complex case management services. Members can also refer themselves. All referred members are eligible to participate and can end their participation at any time.

Complex case management activities also include care coordination when a member requires care from an out-of-state provider or from multiple places of care.

## Complex case management services help members experiencing:

- Serious injuries
- Multiple chronic illnesses
- Conditions such as diabetes, stroke, heart disease, chronic kidney disease, chronic lung disease or dementia
- A complex condition resulting in a high number of emergency room visits or hospital admissions
- Require a transplant(s)
- Congenital heart disease that requires surgery
- Co-morbid complex physical & behavioral health conditions
- Complex medical conditions affected by social determinants of health

## What to Expect with Complex Case Management

Members enrolled in complex case management will be actively monitored and offered intensive management support. This includes member education and guidance on self-management, communication with providers, assistance with access to community resources and ongoing care planning. A Medical Management Specialist will complete a comprehensive assessment of the member's conditions, identify barriers to care, and develop a comprehensive care plan and goals.

Call BCBSNM at **1-877-232-5518 (TTY:711)** to learn more or refer a member.

Complex case management is described in the Utilization Management, Case Management and Condition & Lifestyle Management section of the Provider Reference Manual. Find it online [bcbsnm.com/provider](https://bcbsnm.com/provider)

Such services are funded in part with the State of New Mexico.

The above material is for informational purposes only and is not intended to be a substitute for the independent medical judgment of a health care provider. Health care providers must use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment.

Blue Cross and Blue Shield of New Mexico complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Gọi số 1-855-710-6984 (TTY: 711).