

Intermountain Care Management: Helping you get the care you need

What is care management?

Care management helps patients with complex medical needs find ways to overcome problems that may be keeping them from getting the care they need. Participation is free of charge.

How can care management help me?

The goal of care management is to improve your quality of life. To do that, care managers adapt services to fit to your needs. For example, a care manager may:

- **Visit you in the clinic or by phone.** A care manager will spend time with you to learn about your needs and how they can help.
- **Create a care plan.** A care manager will work with you to figure out a plan for solving problems and making life easier for you and your family.
- **Coordinate your care.** A care manager can help you and your healthcare providers communicate and work together. They can also help you arrange for transportation to appointments, manage your medication, and schedule preventive care.
- **Connect you to resources.** Depending on your needs, a care manager can help you:
 - Understand your insurance and complete paper work
 - Connect with people or agencies in your community and online
- **Follow up to make sure your needs are met.** A care manager will check in with you regularly to make sure your care plan is working and your quality of life is improving.



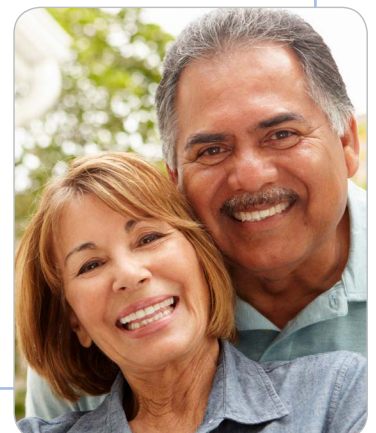
Learn more!

If you or someone you know might benefit from care management services, ask your doctor or call the clinic for a referral.

You can expect sensitive, professional help to meet your health challenges. Intermountain care managers will honor your confidentiality and will strive to help you live well.

"Wow! What a difference our care manager made! She helped turn a confusing and complicated situation into a clear and manageable one."

— Rossina, Care Management participant



Who's on the care management team?

Care management teams include **registered nurses**, **healthcare providers**, and in some cases **social workers**. A **care guide**, a person who helps care managers with their work, is also part of the team.



Questions for my healthcare provider

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