



An Anthem Company

# Ready to help

## When your employees need it most



Any employee with a serious or sudden illness or one who's coming out of the hospital is likely overwhelmed. There's lots of information, decisions, appointments and costs to deal with. And that's on top of the time and energy they need for healing. How do you get them the extra support, while still looking out for your company's costs and productivity?

### Our Case Management program is the answer

Your employees get a team of doctors, nurses, pharmacists, dietitians, mental health clinicians and trained support staff. We identify, coach and educate the most critically ill employees. Our goal is to make sure they get the right care, reduce the possibility of future health events and readmissions — and pave the way for a successful return to work.

It's a targeted, proactive approach with the dual goal of containing your company's health care costs and improving the health of your team.



Our case management programs reduced costs by **\$2,044** per each engaged member, on average.<sup>1</sup>



Nearly **9 out of 10** members who use this service say they're "very satisfied" and would recommend it.<sup>2</sup>

### Here's how it works

Registered nurse case managers reach out to members directly to assess their needs and help them:

- Find out more about their health issue and treatment options.
- Make sure their doctors and care team are talking and working together effectively.
- Understand their health plan better, so they can get the most value from it.
- Connect with resources in their area, like home care services and community health programs.
- Make healthy lifestyle changes.

Case managers will stay in contact, with regular follow-ups and automated phone messages. There are even times when we'll send a health professional to the home, to coordinate care, community resources, the member's home environment — or to help transition home from a hospital stay.<sup>3</sup>

### Want to give employees a helping hand?

It's easy. Let employees know to call the member services number on the back of their card and ask for case management.

1. ETG Savings Analysis White Paper, 2017.  
2. Clinical Satisfaction Study: Case Management, 2017.  
3. Not available in all markets. Varies by geographic area and health plan.

Services provided by Empire HealthChoice HMO, Inc. and/or Empire HealthChoice Assurance, Inc., licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans.