

Case Management

Case Management facilitates access to needed services through comprehensive assessment, service planning, referral, and monitoring of the member's service planning activities. Case Management services are provided to members who are unable to navigate the service system on their own, and do not have the assistance of other natural supports or resources to help them access needed services. Case management services do not include advocacy or the direct delivery of services.

Case management services are intended to help the member gain access to behavioral health, medical and social services until the member is capable of accessing these services independently.

Case Management services vary in intensity, frequency, and duration in order to support the member's ability to access and utilize social services, behavioral health services and/or medical services, or to otherwise realize recovery and resiliency goals.

Case management can be delivered as a community-based service or in the outpatient clinic setting.