

Your Patients Can Receive No-Cost Care Management Services from Health Net

What is a care manager?

A care manager is a trained health professional who partners with patients and caregivers to coordinate care. They communicate with doctors, specialists and other healthcare providers so your patients can get the best care possible.

Benefits of care management

Coordinated care	Education	Support and guidance
<ul style="list-style-type: none"> • Help patients schedule appointments and follow-ups. • Set up prescription delivery services for patients. • Connect patients with healthcare providers and services, including medical equipment. • Organize post-hospital care. 	<ul style="list-style-type: none"> • Explain health conditions and medications to patients. • Provide patients with easy-to-understand resources. 	<ul style="list-style-type: none"> • Create plans for patient health goals. • Offer patients tips for healthier living and lifestyle changes. • Help patients find community resources like food banks or support groups.



We are here to help.

Navigating health needs can be overwhelming. Our care management team offers your Health Net* Individual & Family Plans (IFP) patients personalized support at no additional cost.

(continued)



Recommended patients for care management

Patients enrolled in an IFP who may find these services most helpful include those experiencing any of the following:

- ✓ Chronic or complex health conditions such as diabetes, hypertension, congestive heart failure, chronic obstructive pulmonary disease, asthma, sickle cell disease and depression (or other behavioral health illnesses).
- ✓ 3 or more hospital stays in 6 months or 3 or more emergency room visits in 3 months.
- ✓ Multiple health issues or recent worsening of existing conditions.
- ✓ Significant psychosocial issues or unmet needs.
- ✓ Transplant candidate or post-transplant (within 6 months).
- ✓ High-risk pregnancy or postpartum complications.
- ✓ New or unstable condition requiring life-sustaining device.



How your patients can get started

You can submit a referral for care management services. Download the referral form from the Provider Library:

- 1 Go to providerlibrary.healthnetcalifornia.com.
- 2 Select *HMO* or *PPO*.
- 3 Navigate to *Forms and References*.
- 4 Open the **Care Management Referral Form**.