



Help When You Need It Most

Case Management

That's what nurse case managers from MedCost Benefit Services can provide to you and your family after an event requiring long-term medical care affects your life, such as a serious accident, terminal illness, stroke, cancer, or spinal cord injury.

MedCost nurse case managers are registered nurses who have earned the CCM (certified case manager) title. They work with you and your doctor(s) to make sure you receive the care you need. These specially trained nurses help you (or your caregivers) by:

- Arranging for special kinds of health care, both in and out of the hospital
- Finding and obtaining community services
- Negotiating cost-effective rates for services, therapies, and equipment
- Finding in-network doctors and facilities to take advantage of the special rates MedCost has negotiated
- Providing education on how to manage pain, the purpose and possible side effects of medications, and proper nutrition

MedCost also offers specialty case managers who have expertise in the following areas: oncology (cancer), solid organ and bone marrow/stem cell transplants, rehabilitation, and high-risk maternity.

If you are contacted by a MedCost nurse case manager, we hope you will decide to enroll and accept the help we can offer to you and your family.

Showing We Care

We hope you never need case management services, but if you do, you'll be reassured to know that patients consistently give MedCost nurse case managers a 100% customer satisfaction rating. Here's what some actual Case Management participants had to say about their experience with the program:

"My case manager was wonderful. She helped us so much through the process. Having a case manager made it simpler to get answers when we needed them."

"My case manager was thoughtful and caring. She provided me with some insight beyond what I received from my physician. She was very helpful."

Your health plan provides these case management services to members at no cost. Participation is voluntary, but highly recommended. Any information a patient or caregiver discusses with a nurse case manager is confidential, and no health information is ever shared with an employer.



800-795-1023
www.MedCost.com