



# CASE MANAGEMENT AT-A-GLANCE



## What Is Case Management?

Case management is a service offered by healthcare professionals to help individuals and their family caregivers manage their health needs. Case management professionals seek to assist patients to receive the care they need to manage their diagnosis, illness or injury. They may also provide the support necessary to connect individuals to right doctors, resources, education, and services.



## Who Are Case Managers?

Case managers are healthcare professionals who work with you and your family or caregivers to help you understand and manage your health and care needs.

Case managers can be registered nurses, social workers, or other healthcare professionals.

Case managers can be called by different names such as Discharge Planners, Life Coaches, Navigators, Population Health Managers, Social Workers, or Care Managers. They all work to help individuals reach their desired health goal.



## How Has a Case Manager Helped Others?

Andrea was in a car accident and was in the hospital. She needed to go to a rehabilitation center to recover. A case manager helped to arrange the care and explained what was happening.

Hector was diagnosed with asthma at 13 years old. A case manager helped him understand the disease, why and how to take the medications, and how to manage his exercise routine.



*Case managers are healthcare professionals who serve as patient advocates to support, guide and coordinate care for patients, families, and caregivers as they navigate their health and wellness journeys."*

Case Manager Consumer Definition,  
Standards of Practice for Case Management, CMSA, 2022



## How Can a Case Manager Help Me?

Case Managers can help you understand:

- What you are going through
- What you need to do
- Why you need to do it
- Which resources may be available
- How to connect to information on insurance benefits
- How to manage day-to-day
- How to find the care you need when you need it



## How Can I Find a Case Manager?

Case managers work at many places such as hospitals, health insurance companies, medical or mental health offices, outpatient clinics, doctor's offices, home care, rehabilitation facilities, or almost anywhere you receive care. If you need a case manager, ask for one at any of these places.

