

Program Highlights:

- Health coaching from a nurse case manager
- Coordination with your doctor and other health providers
- Personalized education and help
- Specialized support for your unique needs
- Help locating community resources
- Voluntary participation
- No additional cost to you

Call 1-800-258-3175 to find out more about the Case Management program.



2060 East Ninth Street
Cleveland, OH 44115-1355

MedMutual.com

Case Management

Your One-on-One Support Program



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Z7621-CMT R11/18

Y0121_CM1082_2019_C





A Personalized Support Plan

If you have a serious injury or illness, you know how complicated healthcare can be. That's why Medical Mutual offers our Case Management program.

Through this program, we work with your doctor and other healthcare providers to create a care plan just for you. Our program can help you:

- Understand health information
- Become more involved in your care
- Make better choices every day
- Improve your quality of life

Best of all, there is no additional cost to participate.

Who Can Benefit from the Program

If one or more of the following statements describes you, our Case Management program may be a good fit for your needs:

"I have been in the hospital multiple times."

"I have recently been diagnosed with a condition."

"I have more than one health condition."

"I get care from multiple health providers."

"I take many prescription drugs."

"I don't understand instructions from my doctor or healthcare provider."

"I feel stressed or overwhelmed."

"I am confused about what to do for my health."

"I don't know where to go for specialized care."

"I need more healthcare support in my home."

"It's hard to pay for my health needs."

Our nurse case managers can help you get the extra help you want or need. The program allows you, your family and your other caretakers to become more involved in your care plan and your total health. We will also make sure your healthcare team works together to support your needs.

Nurse Case Managers

One of our nurse case managers will work with you one on one. We will coach you and help you make informed decisions.

The Case Management program provides extra help with:

- Rehabilitation after a hospital stay (at home or at an inpatient facility)
- Setting up healthcare equipment (such as hospital beds, oxygen, wheelchairs)
- Support during or after serious injury or illness
- Finding a facility to get the special care you need
- Understanding how to take care of your health issue
- Taking your medicine as prescribed by your doctor
- Learning to live in a healthier way

If you have questions or want to enroll in the program, please call 1-800-258-3175 (TTY 711 for hearing impaired), Monday through Friday, 8 a.m. to 5 p.m. You can also call this number if you wish to opt out of participating in this program.

These recommendations are for your information only. They do not take the place of your doctor's advice, diagnosis or treatment. You should make decisions about your care with your doctor. What is covered by your plan will be based on your specific benefit plan.