

Access to Case Management

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Anthem Blue Cross and Blue Shield (Anthem) offers assistance to providers helping patients manage chronic illness through case management. Our case managers - part of an interdisciplinary team of clinicians and other resource professionals - support members, families, primary medical providers and caregivers. The Case Management program includes complex case management for members with complex needs. The program uses the experience and expertise of our Care Coordination team to educate and empower our members to increase their self-management skills, understand their illness and learn about care choices in order to access quality, efficient health care.

Members can refer themselves, physicians can refer patients and caregivers can refer patients or family members to case management by calling the number below. They will be connected to a team member based on their immediate needs. Anthem can help with transitions across levels of care in order for patients and caregivers to be better prepared to make health care decisions and meet goals. Members may also be referred to Case Management through:

- Medical Management program referral.
- Discharge planning referral.
- Practitioner referral.
- Member or caregiver referral.

To contact the Case Management department, call 1-866-902-1690 Monday through Friday, 8 a.m. to 5 p.m., ET.

URL: <https://providernews.anthem.com/indiana/article/access-to-case-management>

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