



MedWatch
Case  **Management Program**
Empowering People. Improving Lives.

HealthNow
Administrative Services

A MedWatch Population Health Management Program

Case Management

FREQUENTLY ASKED QUESTIONS



What is a Case Manager?

A MedWatch Case Manager is a Registered Nurse who can help you work with your medical benefits plan for medically necessary services. They can answer your questions about your medical condition and medical services. Your Case Manager is here to provide support that will empower you in making informed medical decisions and in getting the most appropriate care.

Why was I selected or contacted about this service?

You have a diagnosis or a treatment plan that might be complicated or expensive. Your health benefit plan/claims office felt that we could assist you in navigating through the health care system.

What does a Case Manager do?

A Case Manager helps to identify and provide resources, education and support for your medical care needs. They contact your doctors, hospitals/facilities and other medical providers to discuss your plan of care, then works with you, your care team and your health plan to coordinate care within the guidelines of your medical benefits plan.

Why does the Case Manager talk about money?

The Case Manager wants to be sure your benefits are being used carefully and will help “stretch” your benefits involving the medical services you need.

Why should I call the Case Manager?

As your Case Manager becomes familiar with your medical needs, it is easier to address them promptly. The Case Manager will help you resolve issues which may arise.

Why does the Case Manager ask personal questions?

Any health matter is a personal issue. The Case Manager is not “prying” but does need to be aware of all possible illnesses and situations which may have an impact on your medical needs. This awareness will help the Case Manager better understand and assist with the difficulties you may experience.

All your personal health information is protected and kept confidential per HIPAA guidelines.

Who pays for a Case Manager’s services?

Case Management is a valuable service provided through your medical benefits plan at **NO cost to you**. MedWatch has a toll free (800) number, so calls to your Case Manager are **FREE** of charge!

Why should I fill out the confidentiality statement/release of information form?

The release of information form is required for the Case Manager to have access to your medical records and to allow your doctor to discuss your care needs with your Case Manager. Access to this information allows your Case Manager to make health care arrangements to meet your needs. All information is kept confidential.

How do I contact my Case Manager?

Your Case Manager will send you a personal introductory letter that will include their phone number and email address. You can reach out to them directly with questions or to discuss your specific Case Management process.