

Case Management



Catastrophic Cases Require Expertise

In the face of a catastrophic medical situation, such as a heart attack, traumatic injury or high-need behavioral health conditions, Telligen's case managers provide the expertise necessary to coordinate the most complex and/or high-risk cases through direct engagement with your members, their families and/or caregivers, and providers. Telligen's Case Management program is an ongoing, collaborative program between the member and their case manager.

PROGRAM RESULTS BY THE NUMBERS



An Avg ROI
of 2.9:1



4.6/5 Avg
Satisfaction
rating



Over 40% reduction
in ER Usage in
Targeted Population



Solutions Include:

- Catastrophic
- Oncology
- Transplants
- Specialty Medications
- Emergency Room Reduction
- Behavioral Health
- Care Transitions (medical & behavioral health)

How it Works



Telligen's Case Management program consists of a collaborative process which includes assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services. Telligen's Certified Case Managers (CCM), nurses, behavioral health professionals and diabetic educators build relationships with members and their family and/or caregivers to understand their conditions, coordinate healthcare treatments and coordinate with providers on adherence to evidence-based practices so member health is maintained and costs are managed.



Telligen's Case Management program is an ongoing, collaborative program between the member and their case manager. Throughout the program, the member and Telligen case manager will communicate regularly to assess healthcare needs and barriers for health improvement in accordance with the treatment plan. The Telligen case manager and treatment team will provide support and education throughout the experience. When health actions are met, the case manager and member will re-assess the member's needs and, if needed, create a new health action plan.

My case manager is both empathetic and supportive with a wealth of information in educating me on different options that I may have and helped formulate talking points for talking with my providers. It is reassuring knowing that I have a very competent nurse dealing with my case and working with my providers to coordinate all of the services I utilize.



The Telligen Difference

- Dedicated case managers who facilitate a trusting relationship with your members
- Program engagement is twice the industry average
- Advanced credentialing of case managers in Oncology, Diabetes, Transplants, Behavioral Health, & Integrated Case Management
- Care Coordination with the treating providers
- Staff expertise with diverse clinical and educational knowledge, leading to improved outcomes and satisfaction for your members
- Behavioral health assessments are tied into every Telligen health solution

For more information, contact Ami Bolles (Strategic Account Management)



(888) 323-8431



1776 West Lakes Pkwy
West Des Moines, IA 50266



abolles@telligen.com



www.telligen.com