

*Case Management Society of New England*  
2 Nashua Rd., Pelham, NH 03076  
Tel: 603-329-7481 Email: [CMSNE@comcast.net](mailto:CMSNE@comcast.net)

## **What is Case Management?**

### **DEFINITION OF CASE MANAGEMENT**

Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality cost effective outcomes.

### **PHILOSOPHY OF CASE MANAGEMENT**

The underlying premise of case management is based in the fact that, when an individual reaches the optimum level of wellness and functional capability, everyone benefits: the individuals being served, their support systems, the health care delivery systems and the various reimbursement sources. Case management serves as a means for achieving client wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation. Case management services are best offered in a climate that allows direct communication between the case manager, the client, and appropriate service personnel, in order to optimize the outcome for all concerned. Case Management is not a specific health care profession but an advanced practice within varied health care professions. Case Managers have defined standards of practice and hold licensure or certification in a health or human services discipline and/or have a baccalaureate or graduate degree. Nursing, Social Work and Rehabilitation Counseling are examples of professionals that may be in the role of a Case Manager.

### **WHAT DOES A CASE MANAGER DO?**

The health care system can be confusing and, at times, fragmented. Case Managers help the person who is sick and their families or caregivers navigate the healthcare system. Case Managers serve as a liaison between the ill or injured person, the doctor and other treating providers, the insurer and employers to identify what services might be needed. Case Managers help coordinate all services and resources necessary to promote a return to the person's highest level of well-being. Case Managers communicate with people in person, or by telephone, and often create letters and reports, to enhance communication between all parties. Case Managers aim to educate and to empower individuals in their own self-care.

## **WHY DOES AN INDIVIDUAL NEED CASE MANAGEMENT?**

Case Managers can help individuals and their caregivers cope with the medical, social, emotional, insurance, and vocational problems related to injury or illness. Case Managers can provide support in making informed decisions and in getting answers to questions about treatment and rehabilitation. Case Managers can assist in getting the care that is needed. Case Managers do not make decisions for individuals but will help provide the tools needed to do so.

## **WHO MIGHT REFER AN INDIVIDUAL TO A CASE MANAGER?**

Their physician or provider, insurance company or employer generally refers individuals who have specific illness or injury for Case Management service. An individual or caregiver can also ask their physician or provider, insurance company or employer for a referral to a case manager.

## **WHO PAYS FOR CASE MANAGEMENT SERVICES?**

The referring source, generally the insurance company, pays for the Case Manager's service. Sometimes a case manager is hired directly by the provider, patient or family.

**The Case Management Society of New England is available to talk to  
community groups regarding the role of the Case Manager.**

**If interested please contact 603-329-7481.**

**Thank you for your interest.**

This document was developed by the Case Management Society of New England and based on the Case Management Society of America's 2010 Standards of Practice for Case Management.