

Is there a cost for the program?

Sanford Health Plan's ER Transition Case Management program is available to qualifying health plan members and their families at no cost.

How do I sign up for the ER Case Management program?

Your case manager will contact you shortly after discharge from the ER. For more information or to enroll, please contact our care management team at (888) 315-0884 (TTY: 711) or shpcasemanagement@sanfordhealth.org.

We're here to help you get the care you need.



Call us for help:
(888) 315-0884 (TTY: 711)

Business Hours:

Monday - Friday 8 a.m. - 5 p.m. CST
shpcasemanagement@sanfordhealth.org

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Emergency Room Case Management Program

Helpful support when you need it most.

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What is the Emergency Room (ER) Transition Case Management program?

Emergency care can be overwhelming and Sanford Health Plan wants to ensure you have support in place at home for a successful recovery. The ER Transition program case manager provides outreach to members with a recent emergency room visit to identify any medical or social needs that have not been addressed.

What qualifies a member for the program?

Members who have recently had an ER visit, have been discharged and returned home with outpatient follow-up care.

How does the program work?

A case manager will help you navigate health care needs that arise after leaving the ER to ensure a smooth transition home. Case managers are licensed professionals who act as your advocate and will seek to coordinate solutions to meet your health care needs.

You will receive a call within the first couple of days after leaving the ER. Your case manager will:

- Ensure follow-up appointments are scheduled
- Establish you with the right providers to build a trusting relationship
- Coordinate care and help with communication between providers
- Make sure you understand your medications and discharge instructions
- Provide answers to health-related questions
- Find resources to help with financial, housing, food, transportation, dental or vision needs