

What is case management?



If you're enrolled in an Align DUALPartnership Plan, you're automatically qualified to receive extra support from a dedicated case manager.

A case manager provides assistance during transitions in your care. They can assist with creating a personalized care plan that brings a variety of resources together and facilitate integrated team meetings to keep your entire health care team informed.

Your case manager can:

- ✔ Perform an annual health assessment to learn about your health needs before developing a plan to help you reach your goals.
- ✔ Provide education for medications or a diagnosis.
- ✔ Collaborate with you and your providers to find resources and services that can help support your health.
- ✔ Coordinate your care between current and new providers, medical staff, community health workers, community-based programs and waiver programs.
- ✔ Assist with finding resources for financial, housing, food, transportation, dental and vision needs.
- ✔ Provide support after a hospital stay, surgery, or changes in health care services.

How does the program work?

You can receive support from a case manager over the phone, in person or virtually based on your needs and preferences.

Is there a cost for members?

This program is free for members and confidential.

How do I contact my case manager?

You can contact your case manager by calling (888) 315-0884 Monday-Friday from 8 a.m.–5 p.m. CT or by emailing shpcasemanagement@sanfordhealth.org.

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