

## Is there a cost for the program?

Sanford Health Plan's Complex Case Management Program is available to qualifying Health Plan members and their family at no cost.

## How do I sign up for the Complex Case Management program?

If you would like more information about this program or to enroll, please contact our Care Management Team at (888) 315-0884 (TTY: 711) Monday - Friday 7:30 a.m. - 5:00 p.m. CST or [shpcasemanagement@sanfordhealth.org](mailto:shpcasemanagement@sanfordhealth.org).

We're here to help you get the care you need so you get the best possible results.



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

Business Hours:  
Monday - Friday 8 a.m. - 5 p.m. CST  
[shpcasemanagement@sanfordhealth.org](mailto:shpcasemanagement@sanfordhealth.org)

**SANFORD**  
HEALTH PLAN

## Complex Case Management Program

**Helping you handle your health when you need it most.**

[sanfordhealthplan.com](http://sanfordhealthplan.com)

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## What is the Complex Case Management program?

Complex Case Management provides support and coordination of care for members who have complex medical situations, experienced catastrophic health events or need support in managing chronic health conditions.

Our team can help you navigate the health care system, and will work with you to:

- Assess your health needs and understand your health condition(s)
- Coordinate your care between existing and new providers, programs and resources
- Provide education on your medications
- Develop a personalized plan to help you meet your healthcare goals
- Find resources to support any financial, housing, food, transportation, dental and vision needs.

## What qualifies a member for the program?

Concentrating on those with coordination of care needs, case managers focus on individuals with:

- Multiple chronic health conditions
- Complicated medical conditions
- Multiple admissions or emergency room use
- Serious injury or illness requiring care coordination
- Physical or developmental disabilities

## How does the program work?

Members enrolled in the program will work by phone or electronically with a designated case manager. The case manager will monitor your health status and the progress being made toward your goals. Support is provided through education, communication with providers, coordination of community resources and ongoing care planning.