



## The Blue Cross Blue Shield of Massachusetts Case Management Program: Partner with us on your road to better health

### What is the Case Management Program?

The Case Management Program is an opportunity for Blue Cross members to work with health care professionals to receive personalized support. If you are managing complex medical needs, our program can help by partnering you with a MIIA case manager. Your case manager facilitates the coordination of care and your access to services. With them on your team, you can focus on improving your health. This initiative is one way we give MIIA members more options for using their health plans, and greater control over how it is used.

### How does it benefit you?

The Case Management Program encourages you to take control and actively manage your health, while also promoting quality, cost-effective care.

The program aims to:

Improve your  
health and  
quality of life

Lower your  
risk of  
complications

Provide  
guidance  
and support

A MIIA case manager will call you to share health tips, assist in developing health improvement plans, and make sure you are taking full advantage of your health plan's benefits.

**Ready to  
get started?**

Call today to get connected with your Case Manager,  
**1-800-392-0098 (choose option 1).**



Megan Taylor

### **Meet Your Dedicated Nurse**

I've been a registered nurse for over seven years and graduated from the University of Rhode Island with a Bachelor's of Science in Nursing. I have a strong background in general medical and surgical care, as well as complex cardiology.

### **What's it like being a nurse for the MIIA group?**

"Rewarding! MIIA is a great group to work with and I'm heavily invested in the success of this program. I've truly put my skills to use, and have supported members going through:

- Cancer treatment
- Recovery from work-related injuries
- Preparations for hip and/or knee surgeries
- Programs to achieve weight management goals
- Treatment to manage a variety of chronic health problems, like diabetes and heart disease

It's immensely gratifying to see the impact I have on members' health and wellbeing.

### **How do you help members reach their goals?**

The process is simple—nurses and behavioral health clinicians work with MIIA to identify what's most important to members. Specifically, we help members reach goals through:

- Medication and benefit education
- Symptom management
- Setting up a personal action plan
- Ensuring follow up with providers
- Maximizing the use of community resources

### **What are your goals as a nurse case manager?**

My main goal is to have a positive impact on every member I work with. I achieve this by developing an ongoing dialogue with members and their families. In order to provide the best care possible, I like to know the member inside and out.

