

Case Management



Blue Cross and Blue Shield
of New Mexico

How Can It Help Me?

Blue Cross and Blue Shield of New Mexico (BCBSNM) recognizes the importance of case management. Our case managers are dedicated professionals with the qualifications and knowledge of member benefits and patient rights essential for navigating members through the sometimes complex maze of medical care.

BCBSNM case managers can offer assistance to members and their families who are facing serious illness or injury.

Our case managers are committed to helping our members by:

- providing informed choices about health care needs based on benefit plans



- communicating with doctors, other health care providers, and family members to develop a plan of care
- identifying community resources available for members and their families to develop a plan of care
- coordinating services to ensure our members receive the right care at the right time

Our case managers:

- are nationally certified in case management
- follow the Case Management Society of America standards for behaviors and standards of practice
- are knowledgeable about community resources
- understand the benefits of the member's insurance plan

Members may be eligible for case management services if they have serious injuries or chronic illness, such as:

- autoimmune deficiency
- cancer
- high-risk pregnancy/premature birth
 - multiple medical conditions
- stroke
- traumatic brain injury/spinal cord injury
- severe burns
- trauma
- transplants

Our case managers uphold patients' rights to:

- make informed choices
- access emergency services
- access the appeal process
- share in decisions regarding care, including the right to accept or refuse treatment
- complete confidentiality
- be treated with dignity and respect
- be treated in a nondiscriminatory manner

The Case Management program

Participation in case management services is voluntary and does not in any way alter the member's benefit plan. Members may discontinue participation in the Case Management program at any time.

Call 1-866-252-8107 to learn more.

For information about case management services or to participate in the program, call our Health Coordinator using the above toll-free number, ext. 4296.

After hours and on holidays, members may leave a confidential voicemail message. BCBSNM will return your call the next working day.

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