



Medical Case Management

Experiencing a catastrophic illness or injury can be a challenging, life changing event for a patient and their family. That is why MESSA offers Medical Case Management (MCM), a unique program tailored to meet the medical needs of our members who may require extraordinary care due to a catastrophic illness or injury. It is designed to help MESSA members and their families through these difficult times by providing flexibility and direct involvement in the management of their health care.

As a compassionate member organization, we strive to provide the best health outcome possible. MCM offers the support of a Nurse Case Manager who will assist in the authorization of benefits based upon an objective review of the patient's medical status, current treatment plan, projected treatment plan, long term cost implications, and the effectiveness of care. Eligibility for MCM program benefits is determined on a case-by-case basis. The following are examples of medical conditions considered for MCM:

- Pancreatitis
- Major head trauma
(*Traumatic Brain Injury or TBI*)
- Spinal cord injury
- Amputation
- Multiple fractures
- Severe burns
- High risk infants
- Severe stroke
- Multiple Sclerosis
- Amyotrophic Lateral Sclerosis
(*ALS, Lou Gehrig's disease*)
- Acquired Immune Deficiency Syndrome (*AIDS*)
- Crohn's disease
- Cancer

Prior approval from MESSA is required before the program can begin.

If you have questions regarding MCM, please contact the MESSA Health Care Resources department at 800.441.4626.



ACCREDITED
CASE MANAGEMENT



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MESSA Medical Case Management

What is Medical Case Management?

Medical Case Management (MCM) is a special service designed to assist you and your family in obtaining the most appropriate medical care for catastrophic illnesses and injuries.

Why do I need MCM?

Medical treatment today can be so expensive and complex that many people are overwhelmed. This is especially true when they are already coping with the shock of an accident or illness. As a result, they often are not aware of, or are not able to take advantage of, all resources available to them. That is where MCM comes in. We can identify and recommend those facilities, specialists, and services that have the knowledge to properly assist you.

How does MCM work?

This service works by utilizing the expert knowledge of a Case Management Coordinator to assist the patient, the family, and the physician with each patient's overall plan of care. The Case Management Coordinator recommends the appropriate choices available after evaluating each case. The Coordinator then helps the family and physician obtain the necessary medical services and supplies to assure success with the chosen plan of care.

Who are the MCM Coordinators?

The MCM Coordinators are nurses from varied backgrounds. They are all experienced in assisting patients and their families in obtaining the needed medical services and supplies to effectively treat a given illness or injury.

What is the relationship between the MCM Coordinator and my doctor?

The MCM Coordinator is a resource for your doctor. The Coordinator does the "legwork" in assisting your doctor with finding the most appropriate medical services and supplies to meet your specific care needs. The Coordinator's recommendations might include a specialized rehabilitation facility, a targeted therapy program, in-home care, or necessary medical equipment. In addition, community assistance may also be available. The specialists can identify these resources, and if it is agreeable to the patient and family, we will take steps to secure this assistance.

Do I have to follow the MCM Coordinator's recommendations?

No. All decisions are still made by you and your doctor. Our role is to present the appropriate choices available, then assist you with assuring positive results with that choice. There are no penalties or loss of benefits if you choose not to participate in the MCM service.

We feel, however, that when MCM is involved, everyone is a winner! The patient is assured of getting to the best care facilities; the family is comforted knowing their loved one is properly cared for; and claim costs can be lowered as a result of appropriate targeted care and prevention of complications.

Once a person is accepted into the MCM program, will benefits always be available?

The real goal of a Medical Case Management program is to provide information and coordination enough to help the patient and family become self-sustaining. The flexibility of the program allows the coordinator to increase or decrease his or her involvement as the circumstances change. Benefits will be discussed and reimbursement will be made available according to the changing medical needs of the patient and family.

