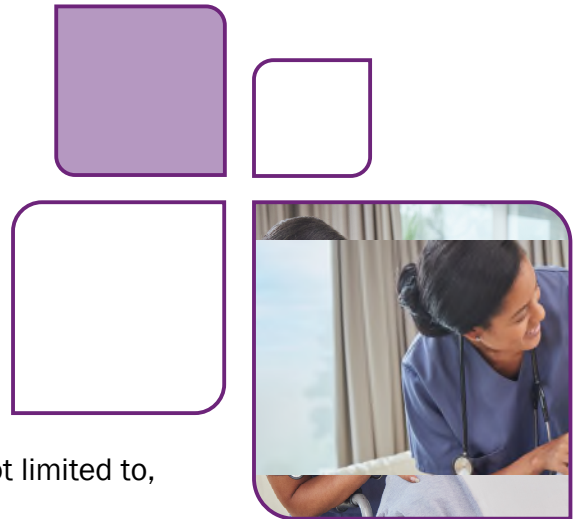


ATTENTION

Care Management Program Available

The Care Management program plans and manages the care of members with complex and/or chronic needs and those whose needs are acute, episodic, or short term in nature. The goals of Care Management are the provision of quality care, enhancement of a member's quality of life, and management of health care costs for short term and long term. Care Management supports members identified with chronic conditions.



The Care Management Program focuses on, but is not limited to, members with the following diagnoses:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Diabetes Mellitus (DM)
- Coronary Artery Disease
- Mental Health Concerns (stress, anxiety, depression)
- Hypertension

Care Management referrals can come from Providers, Members, Caregivers, or Discharge Planners

Care management evaluation can be started by calling 800-446-1730, option 2, or by faxing information to 210-766-8804. Upon referral, members will be contacted for enrollment. If consent to enroll is obtained, the Registered Nurse Care Manager will complete a telephone health assessment with the member and will work with their PCPs to develop a Plan of Care.

There is no cost to the member.

CHRISTUS Health Plan members also have access to a toll-free 24-hour nurse line:

US Family Health Plan: 800-455-9355

Medicare Advantage Plan: 844-581-3174

Texas & Louisiana Individual and Family Plan: 844-581-3175