

Care Management at Health New England

Our Care Management team is here to help you make informed decisions to effectively manage your health and well-being.

Care Management is one of the most effective ways Health New England is able to help our members better manage their health. Our Care Management program is designed to address the whole individual and includes appropriate interventions for members along the entire continuum of care; reducing health risks and improving health outcomes.



Benefits of Care Management

Care Management will help you get the care and services you need to manage your health and complex medical conditions.

Care Management may also focus on specific concerns such as:

- Asthma
- Behavioral Health
- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Coronary Artery Disease
- Depression
- Diabetes
- High-Risk Pregnancy
- Substance Use Disorder

We can help identify community resources for your family and caregivers, help you navigate the complexities of the care system, and help you with referrals and other common care needs to help you stay healthy.

Our program offers a team-based, member-centered approach, comprised of licensed nurses and social workers acting as clinical advocates. Programs are available for all of our members, regardless of age or type of health plan. We address cultural backgrounds and offer multilingual services when required.

How it Works

We identify members for our Care Management programs through claims data, physician referrals and/or self-referrals. When you are referred* to our program, a Care Coordinator or Care Manager will reach out to you to determine your care needs. Once you are enrolled into a program, your Care Manager will develop an individualized care plan specific to your unique care needs and help you manage your health conditions and risk factors through regular phone calls and check-in appointments.

Getting Started

If you or any of your family members are interested in Care Management, help is only a call away. You can enroll by calling our Care Management team today at (800) 842-4464 or (413) 787-4000, ext. 3940. You can also enroll by completing our **Care Management Referral Form** found at healthnewengland.org/forms. Click Providers Tab, then click Clinical Request Forms drop-down. Submission instructions by U.S. mail or fax are on the form.

**Care Management is not mandatory. If you receive a call from a Care Manager, you have the ability to opt out of the program. We encourage you to take advantage of this resource to help you manage your health and well-being.*

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call ((413) 787-4004 or TTY 711. Health New England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4004 o TTY 711. Health New England cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4004 ou TTY 711.