



personifyTM
HEALTH

One-on-one support
when you need it

Case Management

What is Case Management?

Specialized clinicians will work one-on-one with you, your caregiver, healthcare team and health plan to provide personalized assistance when a prolonged, progressive, catastrophic or high-cost illness/condition occurs.

You'll get knowledgeable, free-to-you support from registered nurses, clinical social workers and dietitians when you need it most. A Case Manager helps you receive the care you need by working directly with you and your healthcare team to coordinate services.

Patient and Case Manager are matched based on need and specialty, and are with you throughout your healthcare journey.

We're here to help!

Contact us by calling: **866-978-2029**

Monday–Friday, 5 am–5 pm PT

All inquiries are confidential. We also accept referrals from family members, providers, employer HR services, pharmacies, claims departments and self-referrals.

A Case Manager can help you:

- Learn about your illness
- Understand your treatment and medications
- Understand what your doctor wants you to do
- Make a self-care plan
- Identify network providers and centers of excellence
- Coordinate specialist referrals
- Explore available medication assistance programs
- Explore community resources
- Understand your health plan benefits
- Navigate the healthcare system

