



ACCESSING APPROPRIATE CARE WHILE MANAGING OUT-OF-POCKET COSTS

A plan member's road to recovery

CASE STUDY

When James, an AmeriHealth Administrators plan member, began receiving care after surgery, he didn't really know what his health benefits covered. "I had no idea what was in my benefit plan or what my out-of-pocket costs were going to be." James soon learned that his plan offered the support of an AmeriHealth Administrators nurse case manager to help with these questions and more.

CHALLENGE

Alison, nurse case manager, connected with James after his surgery. "Most people don't realize they have access to this service," Alison said. She quickly got up to speed on James's medical issues and what his employer-sponsored plan covered — including home care and outpatient physical therapy providers in his plan's network — to help ensure he was getting care during recovery.

By answering James's questions, Alison helped him understand his health benefit and costs. "Because his plan had excellent in-network benefits, he saved a lot of money," Alison said.

SOLUTION

"James did his own research, checking every doctor, rehab hospital, and equipment company that he was interested in, and I would double-check to make sure they were in his network," Alison said. She also confirmed that all necessary authorizations were in place. In addition, Alison and the rehab hospital case managers regularly reviewed James's progress and developed a discharge plan.

RESULT

James and Alison formed a helpful, collaborative relationship. "She always told me that if I needed anything, I should give her a call," James said. "It really gave me the peace of mind I needed to know that if I had a question, I could call her."

James has recovered from surgery and is doing well. He now understands what's in his benefits plan. Alison made sure he received all of the services, such as medical equipment and home care, he needed.



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**- JAMES,
PLAN MEMBER**

