

MEDICAL

Case Management Program



To learn more about **MESSA's Medical Case Management Program**, call **800-441-4626**.

MESSA's Medical Case Management (MCM) program provides members with serious illnesses or injuries with personal support from a registered nurse.

MESSA's MCM nurses work directly with members and their families to ensure they access the right care at the right time and return to their highest quality of life.

The nurses work with members who have had a variety of catastrophic injuries or illnesses, including head injuries, spinal cord injuries, amputations, severe burns, multiple fractures, cancer, ALS, multiple sclerosis, stroke, muscular dystrophy and infants with complex medical issues.

Through our MCM program, our nurses can assist you in navigating the health care system, identifying local resources, and serving as your personal advocate during a difficult and often stressful time.

MESSA members can enroll in MCM by calling 800-441-4626. Nurse coordinators are available 8 a.m.-5 p.m., Monday through Friday, to answer MCM-related questions.

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The nurse case managers can act as your advocate, provide resources and help you navigate the complex health care system.

FAQs

Medical Case Management



What is the Medical Case Management program?

MESSA's Medical Case Management (MCM) program provides support, education and advocacy to members with complex illnesses or injuries. Members who enroll in MCM work with a nurse coordinator in the MESSA office, as well as an external nurse case manager in their local community. Together, the nurses assist the member in navigating the health care system, identifying local resources, accessing benefits, and understanding their diagnosis and various treatment options.

How does MCM work?

The first step is speaking with a MESSA nurse coordinator to determine whether you meet the eligibility criteria for the program. Once enrolled, you'll be contacted by an assigned external nurse case manager from your local area and an initial visit will be scheduled. The external nurse case manager will gather information from you and discuss your plan of care, including your individual goals and preferences. Throughout your MCM enrollment, the external nurse case manager and the MESSA nurse coordinator will collaborate to support you in achieving the goals in your care plan.

Why do I need MCM?

Medical treatment can be overwhelming, expensive and complicated. This is especially true when you are already coping with the many challenges of an accident or illness. People are not often aware of all the resources available. Nurse case managers can identify and recommend facilities, specialists and services to assist you.

Who are the case managers?

Case managers can be nurses, social workers or other health care workers. At MESSA, all of our nurse coordinators are registered nurses who are board certified in case management or in the process of earning board certification.

What is the relationship between the case managers and my doctors?

Your case managers will collaborate with you and your physician to find the most appropriate medical services, equipment and supplies to meet your specific needs.

Do I have to follow the case manager's recommendations?

No. All decisions are still made by you and your doctor. Our role is to help you explore your treatment options and assist you with coordinating your chosen care plan.

What are the goals of the MCM program?

The Medical Case Management program aims to help you during a time that can seem overwhelming. The flexibility of the program allows your case manager to increase or decrease their involvement as your needs change. The ultimate goal is to provide enough support and resources to help you regain your independence and feel confident in making your own treatment decisions.