

Medical Case Management FAQ

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What is Medical Case Management?

MESSA's Medical Case Management (MCM) program can help you and your family navigate the complexities of health care so you can receive the most appropriate care for catastrophic illnesses and injuries.

How does MCM work?

Nurse case managers help you, your family and your physicians with your individual plan of care. The nurse case managers can act as your advocate, provide resources and help you navigate the health care system.

Why do I need MCM?

Medical treatment can be overwhelming, expensive and complex. 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?

The case managers are all registered nurses who are experienced in coordinating complex care. You will have a nurse coordinator at MESSA who will assign a nurse case manager in your community who is familiar with local resources.

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

Your case managers will collaborate with you and your physicians 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 plan of care.

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 the case managers 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.

