



Telligen Case Management Program

IMPROVED HEALTH

We know healthcare and how it's delivered better than anyone. Telligen's case management program consists of a collaborative process which includes assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services.

Telligen's Case Managers provide the expertise necessary to coordinate the most complex and/or high-risk cases through direct engagement with your members, their families and providers.

PROGRAMS



PROGRAM VALUE

- **Quality care alternatives**
- **Treatment plan follows evidence-based guidelines**
- **Steerage to network providers**
- **Dedicated case manager**
- **Collaboration with the treatment team**

THE TELLIGEN DIFFERENCE

- **Dedicated nurse case manager who facilitates a trusting relationship with your members**
- **Staff expertise with diverse clinical and educational knowledge, leading to improved outcomes for your members**
- **Advanced credentialing of nurse case managers in the following; oncology, diabetes, transplantation, behavioral health and integrated case management**



HOW IT WORKS

- 1 Identification of members to engage with acute care needs
- 2 An assessment of the member's healthcare needs and barriers for health improvement is conducted
- 3 Collaboration with the member's provider
(this is an ongoing step throughout the program)
- 4 Development of a care plan containing goals and interventions following evidence-based guidelines
- 5 Implementation of member services
- 6 Care coordination with the treatment team
- 7 Evaluation of the effectiveness of the care plan

Member Testimonial

"I found my case manager to not only be empathetic and supportive, but a wealth of information in educating me on different options that I may have and helped formulate talking points for talking with my providers. I can sleep at night knowing that I have a very competent nurse dealing with my case and working with all my providers in coordinating all of the services I utilize."

FOR MORE INFORMATION,
CONTACT:

Troy Cook
Vice President, Sales
1776 West Lakes Parkway
West Des Moines, Iowa 50266
(888) 323-8431
tcook@telligen.com

