



Complex Case Management

How can it help?

Complex case management is a service for members with the highest needs who have multiple chronic, complex, or catastrophic conditions. This service is furnished by Medical Management Specialists employed as Care Coordinators by Blue Cross and Blue Shield of New Mexico (BCBSNM).

Complex case management activities are based on national standards of practice from the Case Management Society of America and clinical care guidelines. The overall goal is to help members regain optimum health and/or improved functional capability in the right setting and in a cost-effective manner.

Providers, facility discharge planners, pharmacists, and caregivers can refer members to receive complex case management services. Members can also refer themselves. All referred members are eligible to participate in complex case management and have the option to end their participation at any time.

Complex case management activities include care coordination when a member has a complex issue requiring care from an out-of-state provider or from multiple settings of care.

Complex case management services may be especially helpful to members experiencing any of the following:

- Serious injuries
- Multiple chronic illnesses
- Conditions such as diabetes, stroke, heart disease, chronic kidney disease, chronic lung disease, or dementia
- A complex condition resulting in a high number of emergency room visits or hospital admissions
- Require a transplant(s)
- Congenital heart disease that requires surgery
- Co-morbid complex physical & behavioral health conditions
- Complex medical conditions affected by social determinants of health

What to Expect with Complex Case Management

Members enrolled in complex case management will be actively monitored and offered intensive management support, which includes member education and guidance on self-management, communication with providers, assistance with access to community resources, and ongoing care planning. A Medical Management Specialist will complete a comprehensive assessment of the member's conditions, identify barriers to care, and develop a comprehensive care plan which prioritizes goals.

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Such services are funded in part with the State of New Mexico.

The above material is for informational purposes only and is not intended to be a substitute for the independent medical judgment of a health care provider. Health care providers must use their own best medical judgment based upon all available information and the condition of the patient in determining the best course of treatment.



Call to learn more! To learn more about complex case management or to refer a member, please call BCBSNM at **1-877-232-5518 (TTY:711)**.

Complex case management is described in the Utilization Management, Case Management, and Condition & Lifestyle Management section of the BCBSNM Provider Reference Manual, which can be found on bcbsnm.com/provider.