

Our case management team is here for you



BlueShield
of Northeastern New York

If and when you need complex health care, our case management team is here to assist you. We work with you to make informed health care decisions, ensuring you receive the care you need where it makes the most sense.

You also have access to the following programs:

General case management

We help those that have experienced a serious medical event to navigate the health care system and achieve successful case transitions. Through communication, coordination of services, and development of a treatment plan, we will meet your and your family's comprehensive health needs.

Behavioral health

We offer Case Management services to members suffering with severe and persistent mental illness and chemical dependency issues. Diagnoses include major depressive disorder, including risk for suicide, substance abuse, and bipolar disorders. This team of case managers facilitates links with behavioral health treatment providers including counselors, psychiatrists, and psychologists. Close follow-up with members ensures continued treatment and encourages utilization of support groups. Many members identified for Case Management have both medical and behavioral health needs. The teams of Case Managers work collaboratively to ensure continuity of care.

Transplant case management

We help identify potential transplant candidates and assist them in the transplant process. We also work closely with the transplant team to make sure your needs are met.

Palliative care

If you have a life-limiting illness, we focus on your physical and emotional well-being. Quality of life, supporting your family, and developing the best treatment plan possible are our primary goals. As the illness progresses, our case managers stay in close contact with your family and engage them in the decision-making process.

Rare conditions case management

We educate you about your condition and discuss treatment options. This enables you to actively participate in managing your illness.

Right start pregnancy management

We provide the information you need to care for yourself during your pregnancy. We also help you learn about nutritional needs, recognize the symptoms of pre-term labor, and understand the stages of pregnancy. We encourage you to get early prenatal care and to keep all regularly scheduled appointments.

For more information regarding case management, please call **1-877-878-8785** any time Monday through Friday between 8 a.m. and 5 p.m.