



Lovelace
Cancer Center

care coordination

Care Coordination

Case management and *care coordination* are terms used to describe the same type of support. These specialists help you find resources and connect with services. Sometimes your care coordinator becomes an advocate to help you obtain needed services.

By evaluating your situation, your case manager or care coordinator can anticipate your future health care needs and help put systems in place to meet these needs as efficiently as possible. These professionals maintain communication with you to evaluate if these systems are effective in meeting your goals and enhancing your quality of life.

Your insurance plan has access to many resources to help you through this medical journey. By using their care coordination/case management teams, you may more easily access these resources and feel supported. Some insurance plans help you with travel costs when you need to travel long distances for treatment. Even if you are local to your care provider, you may qualify for help getting to and from your doctor visits. Depending on your coverage and needs, there may be other services available to you as you heal.

To access case management or care coordination for your insurance plan, call the number listed on the back of your insurance card. If you do not see a care coordination or case management number listed, call customer service and ask for this assistance.

Consider using this form to help you better track your insurance plan, care coordinator and case manager conversations and outcomes.

Date	Insurance Representative	Notes