

Care Delivery Management

Nurse case managers/health managers



Nurse case managers and health managers work to complement the care provided by the PCP and/or SCP.

They provide “real time” decision support to PCP/SCP.

They pay careful attention to medications; follow up appointments with providers, home health services, coordination of community services and any other needs that may arise.

Their duties include coordination and integration of all health care team members involved in the patient’s care, including but not limited to, Primary Care Physician (PCP), Specialty Care Physician (SCP), Durable Medical Equipment (DME), social services, community resources and family/caregiver.

Nurse case managers work in collaboration with the PCP and/or SCP to manage patients with complex co-morbid conditions.

The case manager completes a comprehensive assessment and prioritizes the patient's needs that allow the provider, member and/or member representative/caregiver, and case manager to develop a patient-centric plan of care and self-management action plan.

Post discharge transitions of care are integral to this patient-centered model and include; medication reconciliation, confirmation that services are in place (e.g., home health and durable medical equipment) and that there is adequate social support available.

Case managers facilitate a 5 to 7-day follow-up appointment with the PCP, as this is essential to continuity of care.

For advanced illness, case managers will facilitate palliative care, home health and hospice referrals and the Physician Orders for Life-Sustaining Treatment (POLST) form, if appropriate.

Nurse health managers work in partnership with members and the PCP/SCP to coordinate services and teach members to better manage common health conditions. They also help members move from a hospital to home after an acute illness, or to a skilled nursing facility following hospitalization.

They pay careful attention to medications, follow-up appointments with providers, home health services, coordination of community services and any other needs that may arise. These services are in addition to the health care provided by primary and specialty care physicians.

How to use our case management services

Call 800-883-6355 to learn how to use services, or to refer a member. Hours of operation are Monday through Friday from 8 a.m. to 5 p.m.

Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as “GHP” in this summary.

All rights, duties and responsibilities of participating providers will be applied according to the following document order: 1) member’s benefit document; 2) the participating provider’s contract agreement, 3) the GHP Family Provider Guide; and 4) the Geisinger Health Plan Provider Guide.

Publication history:

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10/19/18 - Initial publication