



Complex Case Management Program

Sendero Health Plans provides case management services for members with complex medical needs or catastrophic medical cases through the Complex Case Management Program which can be contacted at the Health Services Department at 1-855-895-0475 and for the hearing impaired at 1-800-855-2880. Complex Case Management activities are performed by Sendero Health Plans Health Services' RN and LMSW Care Coordinators. The RN Care Coordinators works closely with the Member's primary care provider to monitor the Member's health by tracking and reviewing the Member's utilization trends (inpatient admissions, office visits, ER visits, pharmacy, etc.). The RN Care Coordinator determines whether coordination of services will result in more appropriate and cost effective care through treatment plan intervention and helps develop a proposed treatment plan. The LMSW Care Coordinator will provide/refer to any resources that have been identified through the RN Care Coordinator's assessment.

Referrals to Complex Case Management are accepted from the following external sources:

- Discharge Planners
- Members
- Caregivers
- Practitioners

Patients in complex case management may receive interventions that involve the Member's family or significant others, physicians, social services, community resources and facility team members, all of whom contribute to decisions regarding care for the Member.

When appropriate, the Care Coordinator refers the Member and family to public health resources.

The Care Coordinator arranges social services, community services and other services as needed, including DME.

For more information regarding Sendero Health Plans Complex Case Management Program or to refer a member to Complex Case Management, contact Sendero Health Plans Health Services Department at 1-855-895-0475.