

Frequently Asked Questions

Q: If Medical Management is such a wonderful product, and my employer offers it as part of my health plan, why doesn't everyone know about it?

A: Many people only use ICM for pre-utilization. The majority of people don't know about the benefits of having a Client Specific Care Manager (CSCM) to consult at your convenience.

Q: When should I call ICM to talk with my CSCM? Do I wait until my next doctor visit?

A: Be sure to check your Employer's Health Plan for pre-utilization requirements. You must call prior to certain visits. But if you have any health related questions, or if you want to discuss your current treatment plan or options, your CSCM is always available.

Q: Does ICM offer Educational programs for other subjects and conditions?

A: ICM offers several programs including: Disease Education offering empowerment through education for numerous chronic conditions, Lifestyle Management our new coaching behavioral program that includes Weight Management, Exercise Management and Tobacco Cessation and also our MOM Program that has helped thousands of mothers-to-be prepare for their big arrival. In addition, ICM Online offers informational literature on a wide array of topics and conditions. Click on the "Healthy Choices" link on our website for a complete list.



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Individualized Care Management, Inc.

PO Box 6298
Lafayette, IN 47903

800.728.0327



What Is Medical Management?

An easy to understand explanation!



Brought to you by:



The Need...

Let's face it: your health is one of the most important and yet most complicated aspects of your life! But if you find yourself feeling overwhelmed by the whole health care process, you're not alone. The Institute of Medicine of the National Academies reports that nearly half of all American Adults (that's 90 million people!) are "burdened with inadequate health literacy." So, plainly speaking, more and more Americans today find they can't understand the majority of issues they are facing when it comes to their health.

This problem is not limited to simply understanding medical jargon. There are also issues of Provider Networks, Prescription Plans, Pre-Utilization, Medical Billing... Will my insurance cover a visit to a particular specialist, or do I have to go to another doctor to receive my In-Network Benefit? What pharmacies will accept my prescription card? Why did I have that test, and can someone please tell me what the results mean in Plain English?

The Problem...

Your Health Plan may appear complex on the surface, but it has been designed with your best interests in mind. The problem is, your doctor sees patients from different backgrounds, with different health plans, and different needs. So what you need is a friend in the medical field who is familiar with your health plan, your provider network, your prescription plan, and most importantly, someone who is familiar with you!

The Solution...

Medical Management is the solution. With Medical Management Services, a Nurse is dedicated to your employers health plan. This Client Specific Care Manager (CSCM) can be contacted with any health questions, concerns, or issues you have. Your CSCM knows your Health Plan, your Prescription Plan, and your Provider Network. We don't take the place of your doctor. Instead your nurse helps connect you to your doctor to ensure that you are receiving the most appropriate care.

Glossary

Medical Management - The process where an individual receives guidance and management of health care services obtained through a health care plan.

Utilization Review - The process of reviewing the health care process in order to guarantee that the best possible outcome was obtained for the patient.

Pre-Certification (Pre-Utilization)- The process of pre-certifying medical procedures and tests with your Client Specific Care Manager (CSCM). Each employer has different pre-utilization requirements, so check with your plan to see what procedures require pre-utilization review.

Client Specific Care Manager (CSCM) - A professional nurse who is responsible for coordinating medical care. Each employer group is assigned a dedicated nurse or nurses, who are supported by a clinical team.

Employer Health Plan - Comprehensive Health Care Package provided by an employer for their employees and dependents. ICM's services are included in your health plan.

The Benefits...

Along with basic Medical Management Services, your CSCM can connect you with other tools and programs we offer. Through Utilization Review your CSCM can track all aspects of participant's use of the Health Plan. In this way costs can be tracked and contained, saving money for both you and your employer.



The Best...

Many people have used ICM by calling the number on the back of their insurance card for pre-utilization review, but we offer so much more. At ICM you have a medical professional who cares about your health and is here to help you with any questions you might have.

One of the most incredible aspects of ICM's Medical Management Services is that they are included as part of your Employer's Health Plan. You benefit by using ICM's Medical Management Services, by improved health through empowered involvement in your own care, and lower insurance premiums through health care cost savings.