

RESOURCE ROADMAP | FOR COVERED MEMBERS OF THE MCUL TRUST

Medical Case Management for the Trust is provided by Medical Rehabilitation Consultants, Inc. (MRC), and involves an in-depth medical management program at no cost for members with catastrophic or chronic illness or injury, and helps in ensuring complete communication and understanding of the needs of the member.

When a catastrophic or chronic health condition, such as a spinal cord injury, cancer, AIDS, high-risk pregnancy, or a premature birth occurs, a person may require long-term, perhaps life-time care. After the patient's condition is diagnosed, the patient might need extensive services or may be able to be moved into another type of care setting, even to the patient's home. The MRC Nurse Consultant Case Manager can assist you and your provider in coordinating these tasks.

Medical Case Management is a program whereby a Registered Nurse Case Manager consults with the patient, the patient's family, care providers, and the patient's attending physician in order to develop a plan of care for approval by the patient's attending physician and the patient. The Case Manager monitors the patient and explores, discusses, and recommends coordinated and/or alternate types of appropriate medical care.

An MRC Registered Nurse Medical Case Manager is your advocate and will help you obtain the best and most appropriate care. This is accomplished by working with you and your medical providers to coordinate and support the treatment plan for the best outcomes and the most effective use of benefits. Medical Case Managers work with hospital discharge planners, social workers, specialty therapists, home care providers, medical equipment suppliers, pharmacists, and any other medical provider who might contribute to the plan of care.

The Medical Case Managers can also assist in obtaining discounts on drugs, equipment, and other services. Your dedicated Nurse Consultant will be available to lessen stress and anxiety by providing information and addressing questions and concerns as they arise.

Medical Case Management services may include some or all of the following:

- Personal support to patient
- Contacting the family to offer assistance and support
- Monitoring hospital or skilled nursing care or home healthcare
- Determining alternative care options
- Assisting in obtaining any necessary equipment and services

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