

FirstCare Health Plans Case Management Services

FirstCare Health Plans (FirstCare) has Case Managers available to help you if you have health problems or need help managing your condition. Case Managers can help you find medical or behavioral health providers, including if you are a child transitioning to adult care. There is also help with getting community resources, even if you have reached the limits of what is covered in your plan. All members are eligible to receive case management support. The program is free and available to you on a voluntary basis.

A Case Manager is available by phone to answer questions throughout the program and will:

- Develop a care plan with you to help meet your needs;
- Help you understand your treatment and medications;
- Work closely with you and your doctor to assist with your medical needs;
- Help you get answers to your health care questions and concerns;
- Assist with any authorizations or referrals needed; and
- Refer you to community programs and resources that may be available to you.

This is a voluntary program and you may choose to participate or opt-out at any time. If you would like to enroll in FirstCare's Case Management program, email CaseMgmt@BSWHealth.org or call FirstCare Customer Service at 855-572-7238 (TTY 711).