

Case Management

Behavioral health case management services are provided to assist members in gaining access to needed medical, social, educational and other services essential to meeting basic human needs. The behavioral health case manager provides linkage, advocacy, referral and monitoring on behalf of members, to help members access appropriate community resources and support.

- Provide case management services to adults, adolescents and their families.
- Face-to-face meetings with the member and/or the parent/guardian/family member for the implementation of activities delineated in the individual plan of care.
- Face-to-face meetings with treatment or service providers, necessary for the implementation of activities delineated in the individual plan of care.
- Supportive activities such as non-face-to-face communication with the member.
- Non-face-to-face communication with treatment or service providers necessary for the implementation of activities delineated in the individual plan of care.
- Link adults, adolescents, and their families with community resources according to their needs.
- Provide referral information to adults, adolescents, and their families according to their needs.
- Monitor the individual plan of care to reassess goals and objectives and assess progress and/or barriers to progress.
- Advocate for the rights and needs of adults, youth and their families.
- Prepare reports, documents and maintain clinical records.
- Coordinate activities between community based agencies and needs of clients.
- Serve as a liaison and disseminate information about this Agency and service provided to the community.