

Disease Management can help you care for patients with chronic health care needs

Disease Management programs are designed to assist PCPs and specialists in caring for patients with chronic health care needs. Dell Children's Health Plan provides members enrolled in the program with continuous education on self-management, assistance in connecting to community resources and coordination of care by a team of highly qualified professionals whose goal is to create a system of seamless health care interventions and communications.

Who is eligible?

Disease Management case managers provide support to members with:

- Behavioral health conditions such as depression, schizophrenia, bipolar disorder and substance use disorder.
- Diabetes.
- Heart conditions such as congestive heart failure, coronary artery disease and hypertension.
- HIV/AIDS.
- Pulmonary conditions such as asthma and chronic obstructive pulmonary disease.

Our case managers use member-centric motivational interviewing to identify and address health risks such as tobacco use and obesity to improve condition-specific outcomes. Interventions are rooted in evidence-based clinical practice guidelines from recognized sources. We implement continuous improvement strategies to increase evaluation, management and health outcomes.

We welcome your referrals. To refer a member to Disease Management:

- Call 1-888-830-4300 to speak directly to one of our team members.
- Fill out the *Disease Management Form* located on the provider website and fax it to 1-888-762-3199 or submit electronically via the Availity Portal.

Your input and partnership is valued. Once your patient is enrolled, you will be notified by the Disease Management case manager assigned. You can also access your patient's Disease Management care plan, goals and progress at any time through via the Availity Portal using Patient360. We are happy to answer any questions you might have. Our registered nurse case managers are available Monday-Friday from 8:30 a.m.-5:30 p.m. local time, and our confidential voicemail is available 24 hours a day, 7 days a week.