

Trustmark Case Management

*A Driving Force Toward
Optimum Care*



Who Qualifies For Case Management Services?

Any fully insured group or individual policyholder insured by the Trustmark Insurance Companies automatically qualifies for Trustmark's Case Management program at no additional cost. Employers, Third Party Administrators and other insurance carriers may also retain Trustmark's Case Management services to manage their complex cases.

Let Trustmark Case Management Work For You

Case Management can play an essential role in the delivery of high-quality, cost-effective healthcare, especially when it is integrated at the onset of a patient's illness. Its personalized focus and broad approach to available treatment options make Case Management a smart choice for more successful outcomes. To find out more about the many benefits of Case Management, call 1-800-725-6566.

"I found my case manager extremely helpful, caring and always showing a sincere interest in my situation and recovery."

The Trustmark Insurance Companies

Trustmark Case Management is a division of the Trustmark Insurance Companies — Trustmark Insurance Company and Trustmark Life Insurance Company. Trustmark Insurance was founded in 1913 by four railroad employees to help fellow workers who were sick or injured. Trustmark Life traces its history back to 1925. Today, the Trustmark Insurance Companies provide a comprehensive line of employee benefit products and services to customers all across the U.S.

These cost-saving aspects help to lower reserves and keep premium increases and overall insurance expenditures in check. When these considerations are combined with the program's other benefits, they help employers realize a positive return on their invested dollars. Other Case Management features that strengthen the employer's health plan include:

- *Patient access to experienced clinicians*
- *Coordination of care across a continuum of healthcare settings*
- *Referral of suspected fraud to Trustmark's Special Investigation Unit*
- *Continuing education seminars for claim processors*
- *Educational resources for patients and family members*
- *Cost savings through case management provider agreements*
- *Guidance of patients to network providers*
- *Enhanced PPO savings*
- *Adherence to the standards of the Case Management Society of America*



Trustmark
Insurance Companies

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Facing a serious illness can be a frightening and challenging experience for individuals and their families. Decisions about treatments, facilities and home care can lead to confusion, as can the financial struggles that often accompany illness. At times like these, patients need to be sure they are receiving the best quality care while conserving the benefit dollars available under their insurance plans. This is where Trustmark Case Management steps in.



"My case manager was always willing to get the answers to my questions."

What Is Case Management?

Trustmark's Case Management Program is a patient-centered process designed to coordinate and monitor a patient's health needs to promote exceptional care at a cost savings for employers, insurance carriers and employees alike.

"My case manager is a calming 'life preserver' in a sea of overwhelming despair. She does an excellent job in making me feel that both she and your company care about our health concerns, and about us as real people, not just policy numbers."

Case Management intervenes soon after the onset of a serious illness or medical problem, overseeing care ranging from the treatment of premature infants to cancer, traumatic brain injury, AIDS and organ transplants. Through a detailed evaluation of the patient's unique situation, Case Management registered nurses work to coordinate care from diagnosis to post-discharge that is in the patient's best interest and that promotes a return to optimum health.

How Case Management Works

Often, the patient's physician or provider calls Trustmark on the patient's behalf. Patients are also referred to Case Management through the pre-certification process or when they file a claim with their insurance company.

These cases are evaluated by one of Trustmark's experienced registered nurses, most of whom are Certified Case Managers. Case Managers work closely with the patient, the physician and family to assess the specific medical situation and to coordinate quality, patient-focused care that is in concert with the patient's wishes. Case Managers obtain both patient and physician input and approval before coordinating any changes to a patient's treatment plan.

Supported by two full-time Board Certified physicians, Case Management provides an integrated process that includes ongoing assessment, planning, implementation and evaluation of a patient's treatment plan. Case Managers provide the following services:

- **Pre-Screening**
Thorough evaluations that include contacting insureds and providers to assess a patient's treatment plan and the appropriateness of services.
- **Medical Case Management**
Coordination of physician-directed care and treatment plans that make the best use of available benefits.
- **High-Risk Maternity Assessment** -
Thorough screenings that encourage healthier pregnancies and identify potential high-risk pregnancies.

A Win-Win Outcome

Case Management lowers overall healthcare costs by stretching benefit dollars under a patient's medical plan. It also increases the potential for improved quality of care because of the intervention by skilled, knowledgeable medical professionals working together on the patient's behalf.

This combination of Case Management features adds up to superior, dedicated service for all involved. For patients and family members, it empowers them to make important decisions about the quality of their care and health. For businesses, it provides a valuable employee benefit and an effective means of medical cost containment.

