

Your Patients Can Receive No-Cost Care Management Services from Ambetter of North Carolina Inc.



Ambetter of North Carolina Inc. is here to help.

Navigating health needs can be overwhelming. Our Care Management team offers your Ambetter of North Carolina Inc. patients personalized support at no additional cost.



What is a Care Manager?

A Care Manager is a trained health professional who partners with patients and caregivers to coordinate care. They communicate with doctors, specialists, and other healthcare providers so your patients who are plan members can get the best care possible.



Benefits of Care Management

Coordinated Care	Education	Support and Guidance
• Help patients schedule appointments and follow-ups. • Set up prescription delivery services for patients. • Connect patients with healthcare providers and services, including medical equipment needs. • Organize post-hospital care.	• Explain health conditions and medications to patients. • Provide patients with easy-to-understand resources.	• Create plans for patient health goals. • Offer patients tips for healthier living and lifestyle changes. • Help patients find community resources like food banks or support groups.

(continued)



Recommended Patients for Care Management

Ambetter of North Carolina Inc. patients who may find these services most helpful include those experiencing any of the following:

- ✓ Chronic or complex health conditions such as diabetes, congestive heart failure, COPD, asthma, sickle cell disease, and depression (or other mental health illnesses).
- ✓ 3 or more hospital stays in 6 months or 3 or more ER visits in 3 months.
- ✓ Multiple health issues or recent worsening of existing conditions.
- ✓ Significant psychosocial issues or unmet needs.
- ✓ Transplant candidate or post-transplant (within 6 months).
- ✓ High-risk pregnancy or postpartum complications.
- ✓ New or unstable condition requiring life-sustaining device.



How Your Patients Can Get Started

You can submit a referral for Care Management Services through the provider portal.

Patients can call the member services number on the back of their member ID card for more information or visit [**ambetterhealth.com/en/programs-savings/care-management**](https://ambetterhealth.com/en/programs-savings/care-management) to learn more.