



**Preferred
Care Partners**

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What is Case Management?

Preferred Care Partners offers you a Case Management program at no additional cost to you. The program is voluntary. When you are in the case management program, a Nurse Case Manager will contact you by telephone to:

1. Provide you information on any condition (s) that you may have, and provide suggestions for lifestyle changes that may help you feel better
2. Assist you in setting up a care plan that may help you reach health goals
3. Help you set up doctor's appointments
4. Help you schedule home care or assist you with ordering medical supplies
5. Work with your doctor to help you follow your care plan
6. Help you coordinate care with your primary doctors and other providers
7. Provide you with information regarding additional services that may be covered under your plan

You can be identified as a candidate for case management a number of ways, such as after you are in the hospital. You, a family member, or your doctor can also call us to start case management services.



If you need help, call Case Management at (786) 437-5252

or toll free at (855) 445-1444, TTY 711

Monday through Friday from 8:00 am to 5:00 pm, local time.

Preferred Care Partners is insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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