

Compassionate, Coordinated Care

Care Management

Our care management team provides the support and resources you need to better manage your health.

Our care management team works with your provider to deliver comprehensive case management services, resources and education to assist our patients with care coordination and nurse navigation for acute, chronic or complex conditions inclusive of diabetes, heart failure, chronic obstructive pulmonary disease (COPD) and more.

Participation is voluntary and is part of your medical benefit, including on-site or telephonic communication, educational programs, health coaching and an individualized plan of care. You can end your participation at any time. Enroll in care management programs through physician referral or self-referral.

*To learn more about our care management programs, determine your eligibility, request access to your health information records or end your participation, please call **619-446-1571**.*

Care at Home

Our Care at Home team partners with you to help improve your health and quality of life from the comfort of your home.

A nurse practitioner oversees your care by providing regular home visits, necessary tests and screenings. He or she will also work closely with your primary care doctor to ensure clear communication and coordination of care. A medical assistant, registered nurse case manager and social worker may be added to the care team if needed.

*You will be able to easily and securely view lab results, request prescription refills and more from a computer, tablet or smartphone using Sharp's online tool, FollowMyHealth®. If you are interested in learning more about the Care At Home program for you or a loved one, call **619-446-1952**.*

Utilization Management

Our Utilization Management department determines what health care services are covered and payable under your health plan.

Our practitioners make independent and impartial treatment decisions. These decisions are based on criteria that assess clinical information and individual circumstances, which include durable medical equipment, hospital admissions, home health care services and skilled nursing facility admissions.

Utilization Management decision making is based only on the appropriateness of care and service and existence of coverage. Sharp Rees-Stealy does not specifically reward practitioners or other individuals for issuing denials of coverage or service care. Sharp Rees-Stealy does not offer financial incentives to utilization management decision makers that encourage decisions that result in underutilization. Practitioners are ensured independence and impartiality in making referral decisions that will not influence hiring, compensation, termination, promotion or any other similar matters.

*For more information about Utilization Management and our referral authorization process, visit [sharp.com/rees-stealy/departments/utilization-management.cfm](https://www.sharp.com/rees-stealy/departments/utilization-management.cfm). For questions or to request a free copy of the actual benefit provision, guideline, protocol or other similar criterion on which a treatment decision was based, call **858-499-2600**, Toll Free 1-800-377-4277 and TDD/TTY 858-499-4645.*

To learn about Population Health services please visit <https://www.sharp.com/rees-stealy/departments/care-management.cfm>

Please inform your physician on your first visit if you are currently receiving medical supplies or durable medical equipment from your previous health plan.

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