

Case Management

Get help achieving your health goals

Sentara Health Plans has a team of registered nurses, health coaches, and social workers available to help you improve your health. While we do not replace the advice given to you by your doctors, working with our care team is a free service that will empower you to take an active, informed role in your health.

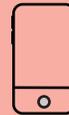
What can case managers do for you?

Case managers will work with you to:

- answer questions and find solutions tailored to your specific health needs
- provide support and education to help manage chronic conditions and prevent progression
- develop an individualized care plan with measurable goals
- advocate on your behalf to assist with barriers that may impede your care
- coordinate care
- help you navigate the healthcare system

You should reach out to a case manager if you:

- don't understand a diagnosis, medication, or treatment plan
- were recently discharged from the hospital or emergency department
- need assistance obtaining equipment
- require assistance to achieve a health goal



Take the first step now to improve your health by contacting a case manager today! Simply call **1-866-503-2730**.



If you have questions about authorizations, payments, or finding an in-network provider, please contact member services at the number listed on your member ID card. You can also access this information by signing into **sentarahealthplans.com/members** or by visiting the Sentara Health Plans mobile app.

