

Is there a cost for the program?

Sanford Health Plan's Specialty Case Management Program is available to qualifying Health Plan members and their family at no cost.

How do I sign up for the Specialty Case Management program?

If you would like more information about this program or to enroll, please contact our Care Management Team at (888) 315-0884 (TTY: 711) or shpcasemanagement@sanfordhealth.org.

We're here to help you get the care you need so you get the best possible results.



Call us for help:

(888) 315-0884 (TTY: 711)

Business Hours:

Monday-Friday 8 a.m.-5 p.m. CST

shpcasemanagement@sanfordhealth.org

SANFORD
HEALTH PLAN

Specialty Case Management Program

Helping you handle your health when you need it most.

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What are the Specialty Case Management programs?

Living with a serious health condition or going through a complex medical situation can be stressful and can raise a lot of questions and concerns. To provide you with additional support, Sanford Health Plan offers Specialty Case Management programs for oncology, transplant, kidney care, specialized pregnancy care and neonatal intensive care.

Our team can help you to navigate the health care system, and will work with you to:

- Assess your health needs and help you understand your health condition(s)

- Coordinate care and communication between providers
- Provide education on your medications
- Assist with coordination of referrals to providers, programs and resources
- Develop a personalized plan to help you manage your health
- Monitor your progress and provide support to meet your healthcare goals
- Find resources to provide support for financial, housing, food, transportation, dental and vision needs

What qualifies a member for the program?

Concentrating on those with coordination of care needs, case managers focus on individuals with:

- Active or complicated cancer diagnosis
- Transplant evaluation referral or listing
- Expecting mothers who are carrying multiples or have medical conditions and need assistance
- A newborn with complications requiring a neonatal intensive care stay
- Kidney concerns or dialysis

How does the program work?

Members enrolled in the program will work by phone or electronically with a designated case manager. The case manager will monitor your health status and the progress being made toward your goals. Support is provided through education, communication with providers, coordination of community resources and ongoing care planning.