

What is case management?



If you're enrolled in an Align DUAL Partnership Plan, you're automatically qualified to receive extra support from a dedicated case manager.

A case manager provides assistance during transitions in your care. They can assist with creating a personalized care plan that brings a variety of resources together and facilitate integrated team meetings to keep your entire health care team informed.

Your case manager can:

- ✔ Perform an annual health assessment to learn about your health needs before developing a plan to help you reach your goals.
- ✔ Provide education for medications or a diagnosis.
- ✔ Collaborate with you and your providers to find resources and services that can help support your health.
- ✔ Coordinate your care between current and new providers, medical staff, community health workers, community-based programs and waiver programs.
- ✔ Assist with finding resources for financial, housing, food, transportation, dental and vision needs.
- ✔ Provide support after a hospital stay, surgery, or changes in health care services.

How does the program work?

You can receive support from a case manager over the phone, in person or virtually based on your needs and preferences.

Is there a cost for members?

This program is free for members and confidential.

How do I contact my case manager?

You can contact your case manager by calling (888) 315-0884 Monday-Friday from 7:30 a.m.-5 p.m. CST or by emailing shpcasemanagement@sanfordhealth.org.

Align powered by Sanford Health Plan is a HMO, PPO plan with a Medicare contract. Our D-SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. Sanford Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, or any other classification protected under the law. If you need language services or information given in a different format please call (888) 278-6485 (TTY: (888) 279-1549). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (888) 278-6485 (TTY: (888) 279-1549). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電(888) 278-6485 (TTY: (888) 279-1549). Call (888) 605-9277 (TTY: 711) for more information and for accommodations of persons with special needs at meetings.