

Case Management Services





Case management services

WPS Health Insurance is committed to providing valued customers like you with a better health care experience through our Case Management Services.

Your case manager is a registered nurse who will assist you with the health care concerns you are experiencing. If you are facing challenges with the health care system, or if you are seeking answers to questions regarding your health care conditions, our case managers are here for you.

Case managers help you get needed health care

Our case managers are dedicated to hearing your story while assisting you with your health care needs. We want to assure you that you are not alone. We are here to help you keep your health care on track and get back to living your life.

Changes in your health can have a big impact on you and your family. That's why we are here to help you! The goal of our case managers is to support you through your health care challenges.

Benefits of having a case manager

Case managers can assist you by:

- Coordinating your health care
- Assisting you with navigation through a complex health care system
- Providing education specific to your health care needs and concerns
- Supporting you and acting as an advocate for you to improve your health care experience and outcomes
- Helping you reach your health care goals
- Learning about available community resources
- Understanding your health insurance benefits
- Helping you become a better health care consumer



How case management works

You may receive an introductory phone call and letter from a WPS case manager, offering services to you following a hospitalization or illness. Or you can begin case management by calling WPS at 800-333-5003 and asking to speak to a case manager. We are just a phone call away!

Your personal case management nurse will be available to work with you by telephone. You can discuss any health care concerns you have with your case manager, who will provide you information to help you make the right decision about your health care.

All conversations are confidential, and your privacy will always be protected.

You don't have to take it all on alone. Together, we can make a difference! We will assist you in getting back to living your best life.





For more information on case management:

» **Call Toll-Free:**
800-333-5003
Monday–Friday
8 a.m.–4:30 p.m.

» **Website:**
wpshealth.com/case-management

Integrated Care Managers



Kimberlee Alton, R.N.
Integrated Care Manager



Debra Hartwig, R.N.
Integrated Care Manager



Tracey Bishop, R.N.
Integrated Care Manager

WPS

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INSURANCE**