

Case management practices in client health maintenance include:

- Complete client health history of conditions and treatment
- Help the client find out if there is family history of diabetes, cancer, or heart disease
- Complete health screening and refer for further assessment/treatment
- Complete lifestyle screening – exercise, diet, smoking, drinking, drug use, interests, sleep patterns, social supports, other
- Complete substance abuse screening
- Complete annual tracking system, for client accessing basic physical health care: physical, dental, glasses, blood and other tests
- Complete list of client's primary care providers and clinics and health coverage information (assure that client has these resources in place)
- Track and assist client, as needed, in maintaining eligibility for health coverage (application, renewal forms, review of communication/mail from health care providers/MCO)
- Assure that client understands health conditions and treatment
- Monitor recommended treatment for client conditions, and client adherences to recommended treatment
- Helping recipient communicate concerns to physical or mental health provider,
- Keeping the client's story, adding context,
- Helping clients learn about their physical and mental health illnesses, and self-management of aspects of the illnesses,
- Deliver information from other providers,
- Obtain records,
- Leverage complementary community resources (e.g. exercise facilities and programs, support groups)
- Identify client's impressions of treatment and issues with treatment and adherences to recommended treatment.
- Coach, accompany if needed, client on communication with health care providers/MCO about health conditions/symptoms, impressions of recommended treatment, issues with treatment and adherence
- Coordinate with primary care providers – let them know that case management services exist (obtain releases where needed)
- Encourage and monitor that client's mental health providers and primary care providers are coordinating; monitor by bias among providers serving recipients who have serious mental illness
- Encourage, plan, refer and monitor "positive lifestyle" changes/practices/interests (see if the recipient's managed care organization/health plan offers incentives for positive lifestyle changes – quit smoking programs, exercise programs, health club membership discounts, illness management education classes, financial incentives)
- Support client in becoming self-sufficient in managing and improving one's health; help the client to understand the connection between good physical health and good mental health.
- **Assist recipients in maintaining their health care/insurance coverage.** Currently, this is a major problem. Some recipients are not aware of the need to renew their eligibility, don't know how to complete the forms, don't open their mail.