

UMR Complex Condition CARE

A valuable part of your medical plan



Few things in life are more important than the health of you and your family. Fortunately, you have UMR Complex Condition CARE on your side to help you understand all your medical care options.

UMR Complex Condition CARE has a staff of experienced, caring nurses who help you get the most out of your health plan. They focus on acute, high-cost or complicated cases and ensure they follow clinically appropriate practices throughout an episode of care.

Our expert CARE nurse managers can guide you before, during and after your medical care. They will listen to your concerns, answer questions and explain your options.

Comprehensive complex care

Whether you're having an emergency hospitalization or a complex or catastrophic condition such as an organ transplant, cancer or neonatal/NICU stay, our CARE nurse managers are there for you.

For example, we can assist you during a hospital stay, after you are released and with your home care. You can concentrate on getting well, knowing your CARE nurse manager will review your progress with your provider.

As an added bonus, our services assist with utilizing in-network providers.

You will also learn about quality medical services and become a more informed health care consumer.

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Here for you in times of crisis

Hopefully, you or a family member never experience a serious injury or long-term illness. But if you do, we will have a UMR CARE nurse manager on the case at no cost to you.

Your CARE nurse manager will assist with your medical care and treatment by:

- Being a single point of contact, providing continuity of care with no hand off for both medical and behavioral care needs
- Helping support treatment plans from beginning to end
- Helping you look at treatment needs and options under the direction of your provider
- Serving as your advocate
- Providing an understanding of any complex medical concerns
- Helping you better understand your health benefits

Note: Your doctor remains solely responsible for decisions concerning your medical treatment and care.



Questions?

If you have questions about your benefits, call the phone number on your ID card. Members who qualify for the program will be contacted by UMR CARE.