



HEALTH CARE & BENEFITS DIVISION

December 15, 2023

Understanding Your Benefits

BlueCross BlueShield of Montana (BCBSMT) Care Management

The BCBSMT Care Management Team provides no cost assistance to State Plan members with complex health issues.



If you have been diagnosed with a serious illness, long-term health condition, or are recovering from a severe injury, BCBSMT's Care Management team can help you to find treatment and support that is right for you based on your health needs.

In certain situations, members may be eligible to work one-on-one with a case manager. A case manager is a specially trained professional, generally a registered nurse or social worker.

Get Help With

- Navigating the health care system
- Assistance identifying, implementing, and monitoring health care needs
- Education on health condition and medication(s)
- Minimize barriers to receiving medical care
- Finding community resources
- Coordination of services such as home health, skilled nursing facilities, inpatient rehabilitation, hospice, durable medical equipment, and more
- Assistance with care plans and questions

When to Use

You are eligible to work with a Care Manager when you:

- Have a complex, chronic, or rare condition
- Are at risk for developing a complex or serious medical condition
- Have been involved in an accident or other catastrophic health event
- Need assistance managing acute or chronic health care needs

Some Qualifying Conditions Include

- Oncology
- High Risk Pregnancy
- Transplant management
- Palliative care
- HIV and AIDS
- Chronic kidney disease
- Alzheimer's
- Behavioral health
- And more

How to Engage

- **Answer the Phone:** BCBSMT's case managers work to identify members who may qualify and reach out to them directly.
- **Self-Referral:** If you or your dependent fit some of the descriptions above, call BCBSMT directly at (888) 901-4989 and ask to be referred to a case manager.

Take control of your health participating in no-cost care management! Learn more by [watching this short video](#) or call BCBSMT at (888) 901-4989.

STATE OF MONTANA HEALTH CARE & BENEFITS DIVISION

(406) 444-7462 | TTY (406) 444-1421 | Toll Free (800) 287-8266

100 N. Park Ave. Suite 320 | PO Box 200130 | Helena, MT 59620-0130 | benefitsquestions@mt.gov

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-270-3877 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-270-3877 (TTY: 711).

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