



care
MANAGEMENT

PHYSICIANS of SOUTHWEST WASHINGTON

Transforming healthcare delivery.

EST. 1995 319 SEVENTH AVE SE STE 201 OLYMPIA WA 98501 360-943-4337

Physicians 
OF SOUTHWEST WASHINGTON

WHAT IS Care Management?

Care management is about helping you and your healthcare provider manage medical conditions more effectively.

Did you know that one of your health plan benefits is having access to a team of health care professionals that supports your care? Physicians of Southwest Washington (PSW) provides patients a variety of services designed to meet your health care needs – at no additional charge.

CARE MANAGEMENT SERVICES

About the PSW Care Management Department

Physicians of Southwest Washington's number one priority is to offer you and your primary care physician (PCP) a wide array of services designed to fill in the gaps of the traditional Medicare system. PSW is proud to offer all patients a wide range of short-term and long-term services depending on your individualized care needs.

✓ Comprehensive Case Management (CCM)

Services include assistance with healthcare referrals, health education and advocacy as well as coaching for chronic health conditions. These services are provided by trained healthcare professionals, such as a nurse or social worker, and can be offered via telephone, in person at a provider's clinic or in a patient's home.

Patients and their primary care provider can decide at anytime to enroll a patient in the PSW Comprehensive Case Management Program. Referrals aren't needed and there is never a charge to the patient.

✓ Post Acute Discharge Home Visit

This service is designed to support patients discharged from a hospital who may need transitional care. Our trained staff will evaluate the case to determine the transition support needed and, as applicable, coordinate efforts with the patient's primary care provider. Our goal is to reduce hospital readmission by helping the patient receive the care they may need at home.

✓ Care navigators

Care Navigators support patients and providers in understanding their health plan coverage and helping to provide what is needed and best for the patient. Serving as a liaison between the patient and their support network, Care Navigators can facilitate referrals, provide appointment scheduling, as well as identifying required care resources.

✓ Skilled Nursing Facility (SNF) direct admit

Medicare or Medicare Advantage patients needing rehabilitation or care that doesn't require hospitalization can utilize the direct admit program. This service can benefit patients by ensuring they receive timely and quality care at a reduced cost; avoiding unnecessary wait times or hospital visits. Our staff can answer questions and assist with the required referral.

✓ Advance Care Planning

- Planning for care at the end of life and ensuring a patient's wishes about personal healthcare are understood is important.
- PSW believes long term care and when to enroll a patient in the PSW Comprehensive Case Management Program should be a decision jointly made by the patient and his or her PCP. Patients can enroll at any time, a referral isn't required, and there is never an additional charge.
- PSW staff are available to support patients and caregivers in preparing this valuable, nonlegal document that will help patients describe what good care means to them. Whether a patient is seriously ill or not, advance care planning ensures others knowing and understanding exactly what a patient wants.

✓ Medicaid Enrollment

- Patients who are eligible for Medicaid may be unsure about how to enroll. Our staff can help patients with enrollment procedures and also determine if a patient meets dual eligibility requirements for both Medicare and Medicaid.

CONTACT THE PSW CARE MANAGEMENT DEPARTMENT

Weekday telephone:

▶ 360-786-8690

Weekend telephone:

▶ 360-742-4149

Fax:

▶ 360-786-8751

Email:

▶ CareTeam@pswipa.com

Preauthorization request forms available online at:

▶ www.pswipa.com