



Talking Points for the Case Management Model Act of 2009

Supporting Case Management Programs

TALKING POINTS

FOR THE CASE MANAGEMENT MODEL ACT OF 2009

Case Management is Essential to Health Care Reform

1. **MAKING A DIFFERENCE THROUGH A MODEL ACT** — The Case Management Model Act of 2009 addresses many of the key building blocks to ensure a successful health care program. The Model Act can be configured to be national in scope or to support specific programs that are funded through a variety of sources.
2. **REAL REFORM SOLUTION** — Case Management is a collaborative process of assessing, planning, facilitating, coordinating and evaluating to meet an individual and family's comprehensive health needs.
3. **IMPACTING POPULATIONS** — Case Management offers a unique and effective way to mobilize resources to promote quality-based and cost-effective outcomes for a wide range of populations, with different health care needs.

How Does Case Management Work?

4. **BEST IN CLASS PROFESSIONALS** — Case managers are licensed professionals with the experience to support individuals and their families. Several professional groups, including the Case Management Society of America (CMSA) and the National Association of Social Workers (NASW), develop and maintain professional standards of practice, along with several nationally recognized certification bodies.
5. **SAVING COSTS & IMPROVING QUALITY** — Case Management provides services that are crucial to saving costs and improving quality in the health care system with the majority of health care dollars being spent on chronic illness.
6. **COORDINATING CARE** — With such a fragmented health care system, Case Management provides critical services to help patients and their caregivers navigate, coordinate, and transition through a dynamic approach to better achieve their health care goals. For example, the National Transitions of Care Coalition (NTOCC) is a coalition of 32 diverse organizations which has been convened by CMSA and is dedicated to promoting appropriate transitions of care when a health care consumer leaves one care setting (i.e., hospital, nursing facilities, assisted living facility, primary care physician, home health, or specialist) and moves to another.
7. **ENGAGING STAKEHOLDERS** — A primary goal of the case manager is to bring together all of the key stakeholders who are involved with an individual, including providers and family members, to ensure that a comprehensive, coordinated action plan is put in place to help the individual.
8. **PROMOTING REAL CHANGE** — Another primary goal is to engage the individual or patient receiving case management services to make real change in their life to improve their health status and to sustain a healthier and more active life. Case Management typically provides a comprehensive needs assessment and follow-up treatment plan that factor in the individual's complex health care and social needs, including their co-morbidities.

The Need to Include Case Management in Any Health Care Reform Proposal

9. **SPONSORSHIP IS CRITICAL** — Case Management programs must be sponsored as part of the federal health care reform initiative. Without federal support, we will not be able to harness the full power of case management strategies and interventions.
10. **EFFECTIVE SOLUTION** — Case Management is one of the most effective solutions in health care and must become a fundamental pillar of health care reform.



Positively impacting and improving patient wellbeing and health care outcomes.

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