

Case Management Program

Case Management Program is a process that assists members either short or long term for issues that involve other areas other than large populations of disease specific management. The Plan has a developed Case Management Program that assists members who may have the following, but is not limited to:

- Complex Case Management
 - Wounds
 - Transplants
 - HIV/AIDS
 - High Risk Obstetrics

- Case Management
 - Deals with issues that arise that would require short term intensive involvement with case management and/or Social Services
 - This area may deal with any issues that do not fall into Complex or Disease Management
 - Pediatrics

Involvement in these Case Management Programs is voluntary. Members may choose whether they wish to be enrolled or not. Case Managers work closely with the member, member's family and professional staff in the development of a mutually agreed upon Care Plan. Case Managers will monitor and assist the member is reaching the goals and outcomes established in the Care Plan and are in constant communication with the member's primary care giver. To request enrollment in any of these programs call 813-506-6000 or or fax a "Case/Disease Management Referral" to 1-866-866-9242.

Disease Management Program

Disease Management Programs are programs that manage a population of individuals who share a common diagnosis. Freedom Health has determined the following diseases to be indicative of the needs of the population:

Diabetes	Congestive Heart Failure	Asthma	Hypertension
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The Disease Manager will work with the member and member's PCP in the development of a mutually agreed upon plan of care. The Disease Manager will provide the primary care provider with continual updates on the member's progress toward meeting the designated goals and outcomes. Enrollment into the program is voluntary and a member may elect to receive or not receive this service. To request enrollment; call 813-506-6000 or fax a "Case/Disease Management Referral" to 1-866-866-9242.

Complex Case Management

Wound Care Program

Complex case management is the coordination of care and related services for members who are proactively identified with a critical diagnosis or event, related to wound care. The goal of Freedom Health complex case management is to assist members in attaining a favorable outcome and/or improved functional capability, and improve member quality of life. The program will include wounds that are caused by the following:

Surgical wounds	Traumatic wounds	Burns
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Diabetic ulcers	Pressure ulcers	Venous ulcers
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The criteria for inclusion into the Complex Case Management Wound Program are:

- a. Non-healing wounds greater than 30 days
- b. All members with Wound Vacs
- c. Members with the diagnosis of Osteomyelitis
- d. Members with wounds that also have multiple co-morbidities
- e. Members receiving Hyperbaric Oxygen treatments
- f. Members being treated at Wound Care Center for greater than 30 days.

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