



CASE MANAGEMENT

Case management is a voluntary service for ODS members. It is designed for members who have a serious illness or injury.

Our case managers work with you, your family, caregivers and healthcare providers. Case managers support your providers' care plan for you by:

- Talking with you about getting the most from your benefits
- Assisting you in finding additional providers in your ODS network and talking with them as needed
- Making sure your discharge needs are in place after an inpatient admission
- Connecting you with resources in your community that may also help you
- Helping you learn to manage your condition at home in between visits to your doctors or therapists
- Referring you to the right ODS resources

If you would like case management support, a case manager will contact you by phone. He or she will talk with you about your needs. The number of conversations you have with your case manager is based on your needs. After you are contacted, a plan can be designed to help you meet your goals. You can decide how and when you would like to be contacted. Our case managers can contact you:

- Over the phone
- By mail
- By secure e-mail



CONTACT

To make a referral or to speak with a case manager, please log on to **myODS** at **www.odskompanies.com/members**. You can also call ODS Healthcare Services at **503-948-5561** or toll-free at **800-592-8283** (TDD/TTY at **800-433-6313**).

You can mail your requests to:

ODS
Attn: Case Management
601 S.W. 2nd Ave.
Portland, OR 97204-3156

www.odskompanies.com