

Case Management

Nurse-Led Support Balancing Compassionate Care with Responsible Cost Management

Innovative Care Management's Case Management program provides **personalized, nurse-led support for members with complex, high-risk, or resource-intensive healthcare needs**. Case management helps ensure care is coordinated, appropriate, and aligned with the member's clinical goals—while supporting plans in managing and mitigating avoidable utilization and cost.

By addressing both clinical and non-clinical barriers to care, case management improves continuity, reduces preventable complications, and supports better long-term outcomes for members and plans alike.

“When somebody asks me who I recommend for white glove case management, ICM is the first out of my Rolodex.”

Scott Campbell, Executive Vice President at Stealth Partner Group

Clinically focused, integrated, and member-centered

ICM's case management is led by experienced registered nurses who apply clinical expertise, education, and care coordination across the continuum. Nurses work directly with members, providers, and caregivers to support informed decision-making and adherence to care plans.

Nurse-led assessment and care planning for complex or high-risk cases

Coordination across providers, settings, and services

Member education to support understanding, engagement, and self-management

Identification of barriers to care, including social and psychosocial factors

Integration with utilization management, clinical navigation, and transitions of care

Timely and thorough updates to the Plan on potential high costs

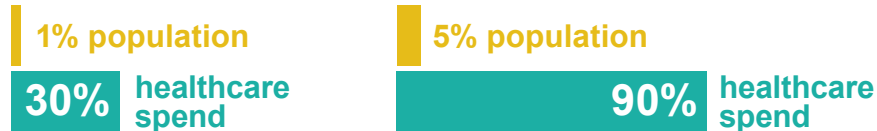
By caring for members through clinically guided coordination, ICM's case management program delivers better outcomes and measurable value for plans.



Why Is Case Management Important?

ICM's Case Management services provide critical and compassionate guidance. It's not just about cost control. It's about making healthcare more human.

At the same time, cost control is important. The majority of plan costs are typically driven by a small number of members. We help plans effectively manage their resources.



\$150,000
Average cost of cancer treatments
Source: [AARP](#)

\$446,800
Average billed charges for kidney transplant
Source: [Milliman](#)

Case Study: Supporting Access to Specialized Cancer Care

