

Case Management Program



Available to all PrimeTime Health Plan members at no additional cost, Case Management can help you navigate through the complex healthcare system. The Case Management program promotes quality and cost-effective outcomes through assessment, planning, coordination, education and referral.

PrimeTime Health Plan is pleased to offer a team of knowledgeable registered nurses and licensed social workers to assist you. Our Case Managers will help you get the care, information and community services you need.

You may benefit from Case Management if:

- ✓ You are in need of a transplant
- ✓ You have a new cancer diagnosis
- ✓ You are experiencing complex medical issues
- ✓ You have experienced a major trauma
- ✓ You require care from out-of-network providers



Telephonic Support

You have access to telephonic support with a Case Manager to help you navigate through healthcare complexities.



Assistance with Referrals

We can provide assistance with referrals to specialists or community agencies.



Educational Materials and Resources

We have educational materials and resources available to provide you with the information you need for quality care.



Maximize Plan Advantages

Our team can help you maximize your health plan advantages so you can receive high quality, affordable care.

Contact Us

1-800-577-5084 (TTY: 711)

www.pthp.com

For more information, please contact PrimeTime Health Plan at 1-800-577-5084 or TTY users can call 711, Monday-Friday from 8:00 a.m. to 8:00 p.m. (October 1 – March 31, we are available 7 days a week from 8:00 a.m. to 8:00 p.m.).