Case Management is offered by Kaiser Permanente to assist members with complex medical, psychosocial and care coordination needs. This specialized service is provided by Case Managers—Registered Nurses who are certified in case management or qualified Social Workers.

Case Managers provide needed information and education to promote understanding, reduce the chance of further complications, and facilitate efficient and appropriate delivery of care and services.

Contacting Case Management
If you have any questions or wish to make a referral to Case Management, please call our Central Intake line: (770) 603-3932, Monday–Friday, 8:30 a.m.–5 p.m. excluding holidays.

Case Management services
General Case Management and disease specific Case Management programs are available. They include:

- Coordination of health services with the PCP, Specialists and other Health Care team members to better monitor and provide for a member’s health needs.
- Assistance in helping you and the member understand their insurance benefits.
- Information about community resources and Kaiser Permanente programs.
- Ongoing education and prevention resources.
- Disease management, when indicated.

These services are provided while maintaining the member's privacy, confidentiality, health, and safety through support and observance of ethical, legal, accreditation, certification, and regulatory standards or guidelines.

Identifying Members Who Might Benefit
Examples of general diagnoses and/or conditions we frequently assist with include:

- Oncology patients
- Pediatric catastrophic patients
- Patients with heart failure or high risk diabetes
- Other high risk members who have experienced hospital readmissions or are at risk for readmission

Currently, three diseases are managed through the Disease Specific Case Management program. These are:

- Sickle Cell Disease
- Chronic Kidney Disease
- HIV/AIDS

Other diseases or conditions that can be referred to Case Management include:

- NICU babies (extreme prematurity or very low birth weight)
- Infant or child with multiple abnormalities
- Severe Trauma or Burns
- Newly diagnosed member with multiple chronic or complex post-hospital discharge follow up needs
- 2 or more complex health conditions with self-management deficits
- Progressive neuromuscular conditions/disease such as muscular sclerosis
- Frail or elderly members needing care with limited or no caregivers
- Special Needs Program (SNP) members
- Members with social service needs

http://providers.kp.org/ga