

Frequently Asked Questions

Q. What is a care manager?

A. A care manager is a trained health care professional who can help individuals and families meet the challenge in health status.

Q. What is unique about CMI?

A. CMI is a multi-disciplinary company that utilizes the extensive expertise of varied professionals for the benefit of each client.

Q. Does a care manager help in the hospital, nursing home, or in the home?

A. CMI provides services wherever they are needed. The care manager helps the client and family plan for care in the home or transition to a facility, as appropriate.

Q. Do I have to sign a contract to receive services?

A. No. CMI allows *you* to decide which service is best for you. There is no minimum and no contracts!

Q. Who pays for services from CMI?

A. Services that are covered by insurance are billed directly to the insurance company. The client or family pays for services that are not covered by insurance.

Q. When are care managers available?

A. CMI is open Monday through Friday from 8:30am EST to 5:00pm EST. Appointments are scheduled at times that are convenient to all parties.

CMI Services Available

Home safety assessment
Transportation with escort
Home health care
Hospice care
Socialization calls
Bill paying
Medical claims service
Medical equipment and surgical supplies
Medication reminders
Health care advocacy
Assistance with Medicaid applications
Household cleaning
Food shopping and delivery
Attendance at clinical care conferences
Nursing home visitations
Employee Benefit Program
Additional services upon request

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CMI

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CareManagers Inc.

Helping People Through the Healthcare Maze



CareManagers Inc. is a national care management company working *for* you by working *with* you. During life's difficult transitions, CMI is there to help you and your family through the healthcare maze.

What is CareManagers Inc.?

CareManagers Inc. (CMI) is a company that was formed by nurses, social workers, and other health care professionals. We are a select team of quality, caring professionals who understand the impact of changes in physical and mental health. We utilize our broad array of expertise and experience to assist our clients in any way they require.

We are fortunate to live in a time when people are living longer. At each stage of life, change is both normal and expected. Sudden or unanticipated declines in physical and mental functioning can be overwhelming. The CMI mission is to allow our clients to live as independently as possible, in a safe environment, and with dignity.

A CMI professional will work *for* you by working *with* you. Our care managers are dedicated to treating each client as an individual with unique and specific needs. This philosophy ensures that our clients can maintain their highest level of functioning.

The CMI Philosophy

The CMI professional is an expert, caring, and objective health care professional. The stress that one experiences during a health care crisis can be overwhelming for even the most committed families. The CMI care manager provides impartial professional guidance to implement care specific to the needs of the client. We collaborate with the client, the family, and other health care providers to develop and implement the best possible plan.

The families of individuals who have had a change in physical or mental status are faced with many

challenges. The options can be especially difficult if the family members are working full-time, have personal obligations, or live at a distance. CMI allows you to select the services that you need to alleviate and reduce the stress. CMI can act as your liaison and your eyes and ears, thereby alerting you to problems and assuring your peace of mind.

The CMI Assessment

An in depth assessment is the core of the care management process. The assessment takes place wherever the client resides. It includes a thorough review of the client's medical history, social issues, and living environment. Information is gathered from meeting with involved parties and from reviewing relevant medical reports. Following this assessment, a plan of care is developed. This plan provides choices and costs and may include:

- ❖ Modifying the client's environment, when possible, to allow them to age comfortably and safely in place
- ❖ Establishing contact with appropriate community services
- ❖ Accessing and monitoring in-home care
- ❖ Coordinating use of all applicable benefits and entitlements
- ❖ Acting as liaison, mediator, and neutral third party with family members

The CMI care manager is available to assist your family in implementing all or parts of the care plan.

CMI Services

- ❖ Evaluating and assessing an individual to determine his/her level of functioning and needs
- ❖ Developing and recommending a plan of care
- ❖ Collaborating with the client and family to implement the plan of care
- ❖ Monitoring implementation of care plan and services received
- ❖ Acting as a liaison with all care providers and family members (when approved by client) regarding health information and social environment
- ❖ Supporting the client regarding limitations
- ❖ Facilitating the communication between families regarding decision resolution
- ❖ Providing approved reports to family members not geographically convenient to the client
- ❖ Assuring appropriateness of level of care and use of financial resources to provide care
- ❖ Monitoring care and treatment of clients living in facilities
- ❖ Reviewing areas of entitlement
- ❖ Providing advocacy where indicated
- ❖ Counseling and providing support to clients and their families