

Care Solutions for Seniors, People with Special Needs, and Their Families



A Professional Certified Case Manager Can Help!

Certified case managers (CCM) are a good option for seniors, people with special needs, and their families; who are feeling uncertain as to what to do. CCMs offer a wide range of services that can help develop, implement and monitor a comprehensive care plan.

Sometimes, especially when caregivers are separated by great distance from their relatives or for those with busy lives, it helps to have someone to whom you can turn who can help evaluate and arrange for the relative's care and wellbeing. Certified Case Managers (CCMs) are becoming an increasingly popular solution to the challenges faced by seniors, people with special needs, caregivers, family members, and professional providers alike.

CCMs are specialists who assist clients and their families in planning for and implementing ways to allow for the greatest degree of independence, safety and quality of life. CCMs meet with clients and family members to assess their needs, develop a Care Team, and work with members of the Team to formulate a comprehensive Care Plan. Once a plan is in place, CCMs serve as the point person to monitor and coordinate services, and revise the plan as needed. The CCMs' role is similar to the conductor of an orchestra; ensuring that there is good communication, teamwork, and that everyone remains focused on the desired goal.

CCMs provide a wide range of services including crisis intervention, counseling, case management, housing management, money management, referrals, guidance, and support.

Who Needs a Certified Case Manager?

Seniors, people with special needs, caregivers, or professionals who are feeling uncertain as to what to do, are increasingly using the services of CCMs to assess and implement plans that address a client's day to day needs. CCMs provide a consistent contact for family members, and they can do everything from creating an overall care plan to intervening in case of a crisis or emergency.

Attorneys also sometimes rely on CCMs to evaluate a client's situation in their home, a nursing home or assisted living facility. Trust officers or other financial planners also use CCMs to create workable, cost-effective plans of care, and doctors or other health care professionals often rely on CCMs as intermediaries between a patient and the health care system.

Paying for a Certified Case Manager

CCMs bill their clients privately on a fee-for-service basis. The services provided by CCMs are not covered by Medicare or Medicaid, but some private insurance policies may cover the cost. Check with your policy to find out if it covers this kind of service. Even if you have to pay for a CCMs services out-of-pocket, the work they provide in arranging for cost effective care - and easing the worries for seniors, people with special needs and their loved ones - can make the initial costs well worth it.

Finding a Certified Case Manager

When looking for a CCM, you'll want to interview several in the community, so that you can find the one that best suits the client's needs. During these interviews, ask about background, services, qualifications and areas of expertise. Also look for someone who you can get along with; after all, this person will be someone you'll be working with closely over the next several weeks, months or even years. Make sure to check references and their professional reputation.

The Caregiver Resource Center

Our mission is to assist seniors, persons with special needs, and their families in understanding care issues, facilitating open communication; and providing information, support and guidance through the caregiving process. Our services include:

- ✓ Information & Education
- ✓ Family Discussions
- ✓ Needs Assessments
- ✓ Caregiver Support & Guidance
- ✓ Case Management
- ✓ Counseling
- ✓ Referrals to Providers
- ✓ Crisis Management
- ✓ Advocacy
- ✓ Corporate Programs & Services

For more information contact

Linda Ziac, LPC, LADC, BCPC, CEAP, CCM
President
The Caregiver Resource Center
Greenwich, CT (203) 861-9833
www.CaregiverResourceCenter.com