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## Definition of Case Management

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Case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

### SMART Local 36 Benefit Fund

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2319 Chouteau Ave  
Ste. 300  
St. Louis, MO 63103

Phone: 314-652-8175 ext. 310  
Fax: 314-652-0338  
[mbcyliax@sheetmetal36.org](mailto:mbcyliax@sheetmetal36.org)

## What is Case Management?

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SHEET METAL | AIR | RAIL | TRANSPORTATION  
**SMART**<sup>®</sup>  
SHEET METAL WORKERS | LOCAL UNION NO. 36

*SMART Local 36 Benefit Funds*

*Case Management is a team approach*



bergen.com

If you have received this brochure, you have been referred for case management services. My name is Mary Beth Cyliax. I am a registered nurse and a certified case manager. I work directly for SMART Local 36 Benefit Funds. I have been a registered nurse since 1981 and received my certification in case management in 1996.

I am an advocate for our membership to assist you with obtaining quality health care, help provide information to you to make better-informed decisions, and assist you with making decisions that are more appropriate and cost-effective to both you and your fund.

Coordination of services for a chronic disease or a catastrophic event can be overwhelming. I am here to help you. I will work with your doctor to help coordinate any services needed.

Some ways I can help:

- ◆ Help coordinate discharge plans from hospital or acute rehabilitation facility
- ◆ Help coordinate cost-effective medications through our \$4/\$10 co-pay program
- ◆ Help coordinate diabetic testing supplies at no charge to our membership

- ◆ Provide case management services and support for our oncology members
- ◆ Monitor pregnancies through our Healthy Baby Prenatal Program. Our goal is the same as your goal...a happy, healthy, full-term baby!
- ◆ I can be a liaison between you and your physician to better understand your course of treatment.
- ◆ I can help recommend quality physicians for second opinions or for new referrals



*Case Management helps provides options*