

# SNP Complex Case Management: Specialized Care, Exceptional Outcomes

Health plans continue to face unique challenges in providing high-quality care to individuals with complex needs. Building a comprehensive model of care for Special Needs Plans (SNPs), including Dual Eligible Special Needs Plans (D-SNPs) and Chronic Special Needs Plans (C-SNPs), is a significant achievement. However, achieving case management and delivering personalized care to vulnerable populations successfully remains an ongoing challenge within this complex framework.

Clearlink's experienced consultants specialize in empowering health plans with end-to-end complex case management solutions that align with models of care for complex products. With our strategic insights and proven approach, we can help you optimize your case management model to drive financial stability and positive member outcomes.



## Increase Member Engagement

Our approach fosters stronger connections between members and their care teams, empowering individuals to actively manage their personal health and wellness.



## Reduce Healthcare Utilization

By identifying risks and providing proactive interventions, we effectively reduce hospitalizations and high ED visit rates.



## Encourage Health Literacy

Through targeted education and support, members gain a deeper understanding of their medical profiles, making informed decisions about their treatment plans.



## Achieve Optimal Outcomes

With our experienced nurse case managers, members experience fewer health declines and improved overall health status.



## Enhance Health Management

We build members' confidence in managing their own health conditions, promoting better adherence to prescribed treatment plans.

## Adopt a Member-Centric Model

Build a member-centric model of care with the help of Clearlink's team of nurse case managers. Our methodology focuses on individualized care planning for D-SNP and C-SNP members and continuous improvement initiatives that promote health plan growth.

### Assessment

We leverage comprehensive assessment tools to capture member information, review medical records, and examine care needs

### Identification

We analyze assessment data to identify specific risks, needs, and care complexity aspects to tailor interventions to each member's unique requirements

### Planning

We develop individualized care plans, incorporating elements such as diagnosis education, SDOH, medication management, and behavioral health education

### Collaboration

We collaborate with other stakeholders via interdisciplinary team meetings (ICT) to discuss member objectives and propel the delivery of member-specific needs

### Implementation

We engage with members, coordinate care, liaise with providers, and facilitate resource linkages to successfully implement the model

### Results

We continually evaluate and re-evaluate member care plans to ensure progress toward stability and optimal health status

We engaged Clearlink to benefit from their national perspective, understanding of industry benchmarks, and experience with other health care organizations—especially Medicare Managed Care Organizations—to improve care management for our members. Our work with Clearlink allowed us to assess and implement opportunities for improvement while we continued to manage business as usual.

MARYLOU BUYSE, MD, FORMER CHIEF MEDICAL OFFICER,  
NEIGHBORHOOD HEALTH PLAN OF RHODE ISLAND

## Reduce Product Complexity

Unlock the potential of a member-centric model for complex product lines at your organization. Collaborate with Clearlink to learn more about our proven methodology for SNP plans and how a custom program can elevate outcomes for your members. [Request information.](#)

### Managed Care Made Clear™



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