

The American Senior Citizen

Care Manager Reference Guide

This quick reference guide explains the different types of care managers, where they work, what they do well, and their limitations. Use it to identify who might be the best resource for your loved one's current needs.

Type of Care Manager	Where They Work	What They Do Well	Limitations
Hospital Case Manager	Hospitals (inpatient units, ER, rehab)	<input type="checkbox"/> Coordinates discharge <input type="checkbox"/> Explains Medicare rights <input type="checkbox"/> Arranges follow-up	<input type="checkbox"/> Focused only on current stay <input type="checkbox"/> No long-term follow-up
Clinic / Primary Care Manager	Doctor's office, outpatient clinics	<input type="checkbox"/> Chronic disease education <input type="checkbox"/> Medication review <input type="checkbox"/> Connects to local resources	<input type="checkbox"/> Only for that clinic's patients <input type="checkbox"/> Limited reach outside system
Insurance / Health Plan Case Manager	Insurance companies, Medicare Advantage, Medicaid	<input type="checkbox"/> Explains benefits <input type="checkbox"/> Approves services <input type="checkbox"/> Coordinates providers	<input type="checkbox"/> Works for insurer, not patient <input type="checkbox"/> May deny services
Home Health Case Manager	Home health agencies	<input type="checkbox"/> Oversees care at home <input type="checkbox"/> Communicates with physicians <input type="checkbox"/> Sets recovery goals	<input type="checkbox"/> Limited to 30-60 day episodes <input type="checkbox"/> Ends when home health stops
Community / Social Worker	Area Agency on Aging, nonprofits	<input type="checkbox"/> Links to food/housing <input type="checkbox"/> Provides caregiver support <input type="checkbox"/> Transportation, financial aid	<input type="checkbox"/> Mainly social needs <input type="checkbox"/> Less medical focus
Private / Geriatric Care Manager	Independent elder care agencies	<input type="checkbox"/> Comprehensive oversight <input type="checkbox"/> Advocacy <input type="checkbox"/> Coordinates medical/social/financial needs	<input type="checkbox"/> Private pay <input type="checkbox"/> Can be costly <input type="checkbox"/> Not covered by Medicare
Skilled Nursing Facility Care Manager	Nursing homes, rehab	<input type="checkbox"/> Rehab planning <input type="checkbox"/> Family meetings <input type="checkbox"/> Discharge planning	<input type="checkbox"/> Only involved while in facility
Palliative / Hospice Care Manager	Hospice orgs, hospital palliative teams	<input type="checkbox"/> Symptom relief <input type="checkbox"/> End-of-life planning <input type="checkbox"/> Family support	<input type="checkbox"/> Comfort focus, not curative <input type="checkbox"/> Eligibility required

Questions to Ask a Care Manager

- What exactly is your role in my loved one's care?
- What services can you coordinate directly?
- Who do you report to (the hospital, insurance, or me)?
- How often will we be in touch, and how can I reach you?
- What are the limits of what you can help with?
- If you cannot help, who should I contact instead?