

## **Emergency department (ED) diversion case management program**

The ED diversion case management program works to ensure your Amerigroup Community Care patients receive the care they need in the most appropriate setting. This is accomplished through a team of Amerigroup ED nurse case managers who work collaboratively with facility ED case management teams.

### **Are you concerned that your patients:**

- May be using the emergency room for primary care
- Need assistance accessing needed resources
- Need additional information about their benefits
- Need advocacy and assistance in finding specialists
- Who are chronically ill may need complex case management

### **We would like to help educate your patients on appropriate use of the ED, including TennCare requirements.**

Better health outcomes for Amerigroup members happens through education, advocacy, evaluation and care coordination. Our mission is to help you help our members. Therefore, we provide:

- Easy access to a dedicated contact with a direct number
- Access to your dedicated contact via email after-hours, on weekends and on holidays
- Case managers who are available to discuss patient needs
- A NurseLine 24 hours a day, 7 days a week
- Assistance in referring patients to complex case management when necessary (this includes high risk obstetrics, pediatrics, physical health and behavioral health)
- Advocacy to ensure your Amerigroup patients are getting the best possible care in the most appropriate setting
- Feedback on member status and disposition when requested

The ED diversion case management program is part of the reconnection and advocacy program (RAP) offered by Amerigroup. For additional information about the program or to become part of our collaborative team, please contact one of the following individuals:

- Cory Dransfield, BSN, RN, CCM, Emergency Department Diversion Team Lead  
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