Table of Contents

Pt. I. Changes and Tools of Case Management
Introduction to Changes and Tools for Case Management
  Peggy A. Rossi
Changes in Case Management
  Mindy S. Owen
Case Management and Technology
  Pamela Blackmore

Pt. II. Managed Care, Insurance, Other Funding, and Utilization Management
Introduction to Funding
  Peggy A. Rossi
Managed Care
  Peggy A. Rossi
Medicare and Medicaid
  Peggy A. Rossi
Children’s Health Coverage - Programs and Services
  Peggy A. Rossi
Department of Defense Health Care and Veteran’s Benefits
  Peggy A. Rossi
Other Insurance, Funding, and Health Care Services
  Peggy A. Rossi
Utilization Management Challenges
  Sharon M. Reichle

Pt. III. Legal and Legislative Issues
Introduction to Legal and Legislative Issues
  Peggy A. Rossi
Protecting Oneself from Malpractice
  Peggy A. Rossi
Legislative Issues Affecting Health Care
  Peggy A. Rossi

Pt. IV. Complex Care
Introduction to Complex Care
  Peggy A. Rossi
Disease Management
  Gay Raney
Case Management of the Transplant Patient
  Patricia Ann Zrelak
Case Management of the Mentally Ill Patient
  Peggy A. Rossi
Geriatric Considerations
  Molly Kostlan
Pharmaceuticals and Enteral Therapy
  Marilyn Stebbins, Gregory Speicher

Pt. V. Postacute Care
Introduction to Postacute Care
  Peggy A. Rossi
Skilled Nursing Facility
  Peggy A. Rossi
Home Health Agency Care
  Patrice Higendorf, Elizabeth M. Akers
Hospice and the Transition to End-of-Life Care
  Brad Stuart
Emergency Department Nurse Case Manager
  Marsha L. Scribner

Pt. VI. Quality, Credentialing, and Audits
Introduction to Quality, Credentialing, and Audits
  Peggy A. Rossi
Quality Management for Case Managers
Anne P. Foster
The Importance of Credentialing
Gary S. Wolfe
Audits
Patricia Sweetland Roberts