

SPECIALIZED WAIVER CARE COORDINATION

THE PROGRAM:

Specialized Waiver Care Coordination (SWCC) works with Presbyterian across New Mexico. Visions' Specialized Waiver Care Coordination program helps people who are on the Mi Via Waiver and the Developmental Disability Waiver (DDW). Our Care Coordinators work closely with each person and their support team. Together, they find and fix care needs based on what the person needs. We focus on the member first. We help people live in their community and stand up for their medical, behavioral, social, and community needs.

HOW WE HELP:

- Standing up for members and their needs
- Helping schedule and manage appointments
- Connecting members to community resources
- Giving reminders and checking in to follow up

OUR VISION:

To strengthen the communities of New Mexico by enhancing the lives of those we serve.

THE VISIONS DIFFERENCE

At Visions Case Management, we support people with disabilities in New Mexico. We help connect them to services, resources, and support they need to live full and independent lives.

We do our work with care and respect. We believe everyone deserves to live with dignity and have the chance to succeed.

CONTACT US:



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MPC012674 Medicaid TC7262

SWCC

Specialized Waiver
Care Coordination



PRESBYTERIAN

Presbyterian Health Plan, Inc.
Presbyterian Insurance Company, Inc.

WHY SPECCIALIZED WIVER CARE COORDINATION?

Specialized Waiver Care Coordination helps make sure people get the right services at the right time. This includes helping schedule appointments, coordinating care plans, and supporting people when they move from one healthcare setting to another. We also connect people to community resources, such as support groups, health education programs, and other services that help improve their health and well-being.

YOUR VISION IS OUR MISSION.

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formato accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor. SHOOH: Diné bee yánífti'gogo, saad bee aná'awo' bee áka'anída'awo'it'áá jik'eh ná hóló. Bee ahít hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee . doodago nika'análwo'í bich'í' hanidziih. For more information, visit <https://www.phs.org/nondiscrimination>

WORKING WITH VISIONS

- **We help connect different systems, such as health care providers, schools, and community organizations, so they can work together.**
- **We support providers by helping coordinate care and services for people with short-term and long-term health needs.**
- **We help people manage their health in the least restrictive setting, so they can live safely and stay healthy**
- **We share honest and up-to-date information.**
- **We are easy to reach and respond quickly when help is needed.**



WHY CHOOSE VISIONS?

Visions Case Management and Consulting is local and family-owned and operated. Visions strives to provide superior service to those in every New Mexico community. Our Coordinators live and work in the communities they serve and stand ready to share their knowledge and experience with you and your family.

PROFESSIONALISM

Our Specialized Waiver Care Coordinators provide accurate information, effective guidance, clear and respectful communication. We take pride in responding to your inquiries and following through on our commitments.

CUSTOMER SERVICE

Our Specialized Waiver Care Coordination offer ongoing support to help you live in your community while ensuring your needs are met. We value your time, which is why you will have access to a live person to assist when you call.

INTEGRITY

Our Specialized Waiver Care Coordination operate with the highest level of integrity and demonstrate a strong commitment to dependability, honesty, and respect.

TEAMWORK

Our Specialized Waiver Care Coordinators believe teamwork is imperative to provide the best service possible. We will collaborate with you and your professional and natural supports to assist you in getting what you need.

****Such services are funded in part with the State of New Mexico****