VENTURA COUNTY
HEALTH CARE PLAN

A Department of Ventura County Health Care Agency

Christina Woods
Health Plan Administrator/COO

Christopher Taicher, MD
Medical Director

A Letter from Our Case Management Nurses

Dear Member,

Ventura County Health Care Plan (VCHCP) wishes to share information about our case management program with you.

Case Management (CM) is part of your Ventura County Health Care Plan (VCHCP) benefits and is free of charge to all members. We are dedicated to assisting in organizing your healthcare needs and assisting with coordinating the care you may need. If you agree, a case manager will work closely with you to understand your unique needs and develop a plan to manage your health effectively. A case manager can communicate with your providers to help connect your care and achieve your health goals. We are your advocate, and we will help to empower you to manage your health care needs.

If you are "lost" in the system, contact CM to discuss your options. We are ready to help you get the most from your healthcare benefits. If you're dealing with a lot of health issues and things are getting too complicated, we can help you organize and figure out a plan for your care.

If you would like to speak directly with a nurse, please call **(805) 981-5060** and ask for a Case Manager. Your call will be returned within 2 business days. You may also request Case Management by visiting our website at https://vchcp.venturacounty.gov/request-case-management-or-disease-management/ or by scanning the QR code below.

VCHCP Case Management Department

Phone: (805)981-5060
Hours: 9 am to 5 pm Monday-Friday

To access behavioral health care services, you may contact Optum Health Behavioral Solutions of California "Life Strategies" Program at (800) 851-7407 or visit the website at https://www.liveandworkwell.com/content/en/public.html. Optum contact information can also be found at the back of your VCHCP health insurance card. Optum care advocates are available 24 hours a day, 7 days a week.