



IMPORTANT INFORMATION FOR HEALTH PROFESSIONALS IN NORTHERN BRITISH COLUMBIA AND THE YUKON

OCTOBER 2010

Clinical Care Managers

VAC staff are increasingly interacting with Veteran clients who have complex mental health needs. These clients are often disconnected from support networks and services in their communities, and struggle in various areas of their daily lives. Clinical Care Managers help these clients manage their needs, assist in the coordination of needed services and provide regular support and guidance.

The role of the Clinical Care Manager (CCM) is to use their expertise to assist the VAC Case Manager (primary case manager) in the implementation of the VAC case plan by:

- building a strong supportive relationship with the client and/or family;
- assisting the client with follow through on the case plan objectives and providing a personal link to community resources;
- promoting access to necessary treatment services;
- providing regular support to the client;
- collaborating with the Case Manager; and
- consulting with other health care providers as required.

Similar to the roles of other individual mental health providers, this service operates as a third party fee-for-service provider, contracted through Medavie Blue Cross.

If you are a Psychologist, Social Worker, Registered Nurse or Occupational Therapist with a strong background in mental health, you may be interested in this type of work. If you would like more information on how to become registered as a Clinical Care Manager (CCM), please contact Blue Cross toll-free at 1-888-261-4033.

Where the preferred selection criteria concerning the level of education cannot be met by any of the available local resources such as a diploma graduated nurse, a social worker with a Bachelors of Social Work or other professionals with a strong mental health background **can be assessed on an exceptional basis** by the Regional Mental Health Officer in your area.

Mental Health Professionals

Also, if you would like information on how to become registered as traditional service provider in your field of expertise, (i.e.: Psychiatrist, Registered Psychologist, Registered Nurse or Occupational Therapist), you can contact Blue Cross toll-free at 1-888-261-4033.