

# Play: Define the Care Management Team

1



Discuss the root causes of high utilization among the patients in your program.

2



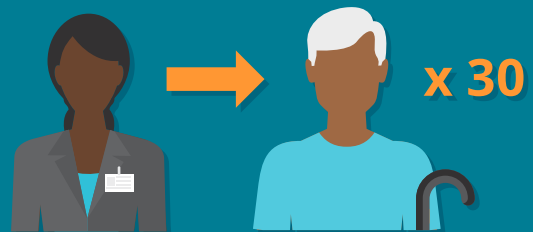
Define which roles are best suited to meet the needs of patients.

3



Describe team members' roles in relation to one another.

4



Determine the ideal caseload for each team member, balancing cost and quality.