



Jacqueline Banks-Lewis
Target Case Manager

Jackie is a certified Target Case Management (TCM) professional with specialized credentials in Substance Use Disorder (SUD) and Serious Mental Illness (SMI). She holds a Bachelor of Science degree from the University of Phoenix.

In her role at GSK, Jackie oversees the coordinated care of adult clients managing co-occurring mental illness, substance use disorders, and complex chronic physical health conditions. Her comprehensive, evidence-based approach ensures clients receive integrated services addressing medical, social, educational, and support needs.

Core Responsibilities

- **Care Coordination:** Develops and implements individualized care plans using best practices to optimize outcomes for clients with complex, co-occurring conditions.
- **Service Access & Advocacy:** Acts as a client advocate, facilitating access to essential medical care, social support, educational resources, and community services.
- **Communication & Collaboration:** Maintains open communication with clients and fosters multidisciplinary collaboration with physicians, therapists, and social workers to ensure comprehensive care.
- **Outcome Improvement:** Contributes to enhanced client satisfaction, improved health outcomes, and operational efficiency through effective care coordination and service linkage.

Her dedication to holistic, integrated care exemplifies the vital role of skilled case managers in supporting individuals facing complex healthcare challenges.