

**CARELINE**  
Companies



***Utilization Review Programs***

***Medical/Health Information Assistance***

*Full Spectrum medical cost management programs designed to emphasized quality patient care.*



- Preadmission Review
- Continued Stay Review
- Discharge Planning
- Alternate Care Options(2<sup>nd</sup> Opinion)
- Case Management
- Fee Negotiations
- Psychiatric and Chemical Dependency Review
- Hospital Bill Auditing
- Optional Maternity Program
- Optional Prepatient Assistance and Well Line

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- Care-Line Preadmission Review
- Continued Stay Review
- Discharge Planning
- Retrospective Review

*The decision to admit a patient to the hospital is evaluated using nationally recognized medical criteria. The proposed treatment is evaluated for appropriateness and alternate care options are explored.*



# Alternate Care Referral

## Second Opinion Surgery

Second opinion for surgery has been designed to assist the patient in making the decision whether or not to have surgery. The following are examples of elective surgical procedures:

- Nose surgery
- Jaw surgery
- Back, hip and knee surgery
- Abdominal surgery
- Gall bladder surgery
- Hernia and prostate surgery
- Hysterectomy
- Breast surgery
- Rectal surgery
- Heart, artery and vein surgery
- Many additional elective procedures



# Large Case Management

Anticipate and effectively control costs allowing all participants receiving care and paying for care to know that care will be provided effectively and in the most appropriate setting.

- AIDS
- Nervous system injury (brain and spinal cord)
- Premature infants
- Diabetes
- Certain cancers
- Muscular Dystrophy, Multiple Sclerosis

*Examples of the types of cases that would warrant large case management are:*

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# Large Claim Audit

- No evidence of active medical management
- Repetitive charges
- Length of treatment/hospital stay not appropriate
- Questionable procedures and treatments
- Excessive charges
- Charges that cannot be substantiated with medical documentation



# Care-Line Prepatient Assistance & Well Line

## **Care-Line**

- Available during regular business hours
- Goal of proactive service is to enable participants to become more knowledgeable about care options available to them.
- Is available to answer non-emergency questions and concerns

## **Benefits include**

- Better informed medical consumers
- More involvement by participants in active health advocacy
- Clarification on health care issues
- Referral to appropriate health care providers if necessary

## **Well Line**

- Available during regular business hours
- Developed to promote informed and healthy behaviors for concerned participants
- Preventative medicine references utilized such as smoking cessation, weight loss, substance abuse information, healthy heart, eating and exercise, etc.

## **Benefits include**

- Participant can learn to take a proactive stance on health
- Emphasis on personal responsibility for a healthy lifestyle



# Care-Line Maternity Program

- Care-Line professionals will be available to assist the expectant parents to ensure the healthiest possible outcome for mother and child via educational materials and counseling.





## Questions?

- To learn more about CareLine and how it can help you keep your employee benefit costs under control, call our national toll-free number 1-800-