

Integrated Healthcare Management

Utilization Management

To ensure that you receive the most appropriate care, contact our Utilization Management team if you have been hospitalized for an emergency or are planning a hospitalization.

Utilization Management – Using established medical research and cutting-edge technology, our utilization management team helps ensure that health care services, procedures, and facilities are appropriate, timely, and efficient.

If you've been hospitalized for an emergency or are planning a hospitalization, contact our team of registered nurses and clinicians and we'll help make sure you receive the care you deserve.

Our team will coordinate between specialty providers, monitor your status, educate you about procedures and treatments, answer questions, and assist with followup and home care needs. Our staff is specially trained to identify the most medically appropriate treatment plans, and to act as your advocate during your hospital stay.

We'll continue to assist you beyond your hospital stay, offering followup and helping you identify resources that could reduce your costs. In some cases, we identify patients in need of additional health care services and refer those individuals to our Case Management team for further assistance. The service is free to members.

Effective care is more than clinical care. It's support, education, evaluation, and followup. To ensure you receive the right care, call and have your hospital stay certified.

Call toll-free: 1.800.447.7828 ext. 6230 and ask for Utilization Management.

Please have the following information available:

- The patient's name.
- The member's name and ID number.
- The physician's name and phone number.
- The hospital's name and phone number.

