



24/7 Nurseline Services Overview

Empowering Members to Make the Best Healthcare Choices

By empowering members to make informed healthcare decisions, your organization can improve appropriate utilization of healthcare resources while lowering your healthcare costs. Providing 24/7 Nurseline and health information services encourages members to understand available healthcare resources and provides easy access to the most appropriate services and programs.

Nurse Triage

The telephone triage component of the Nurseline empowers members with symptomatic issues to obtain health information and advice and increases the appropriate use of healthcare resources. Callers with serious problems are encouraged to seek help immediately, avoiding dangerous and costly delays in initiating necessary care, and callers who do not require medical care are able to avoid unnecessary trips to emergency rooms and physician offices.

Health Coaching

Members receive coaching, both around specific medical concerns and general physician-patient communications. Nurses educate members about their medical situation so they feel more confident about asking questions and pursuing appropriate healthcare options including choosing a doctor that's right for them or asking their doctor questions about their condition or treatment options.

Health Information

Some employees may simply need general information on chronic conditions, prevention and wellness, treatments, and other topics. Nurses can review up-to-date, reliable health information using multiple health databases. Subsequent to a discussion, information can be faxed or mailed to members.

Audio Health Library

The Audio Library provides direct, 24/7 access to more than 400 pre-recorded messages on general health topics. Callers can learn about a condition or diagnosis and gain a better understanding of appropriate care, with the option to speak with a nurse to discuss any remaining questions.

Health Web Tools

More and more healthcare consumers are finding health information on the Web. You can link your website to www.intellinurse.com, a health information portal, that provides links to federal health resources, such as MEDLINEplus and www.clinicaltrials.gov, with up-to-date, reliable information about specific diagnosis and procedures, drug information, clinical trials, senior health, and women's health. In addition, you can provide web users with "nurse call through" capabilities, allowing them to request a call back from a nurse to discuss additional questions.

Member Concierge Services

Nurseline services can also be used to improve access and increase participation in additional programs available to members through targeted referrals. Disease management, case management, EAP, and other available services can be accessed through a single toll-free company-branded phone number. Using technology that leverages a proprietary logic engine, agents can identify appropriate services based on a number of factors, including caller demographics, program participation or eligibility, and health or medication history. Educating members when they're making healthcare decisions can improve quality of care and member satisfaction.

Automated Voice Services

As a full-service call center, IntelliCare employs a variety of technologies that complement our more traditional service methodologies. We use Automated Voice Services to provide a lower-cost but professional solution for programs where this technology makes good sense. Examples include appointment reminders, Initial Welcome Calls, Drug Compliance Calls, etc.

Member Communication Services

To achieve utilization goals throughout the year, effective, ongoing promotion is essential. We provide full-service communications support for our clients. From concept to design, to print and fulfillment, IntelliCare can assist in the marketing and communication strategy.

Program Reporting

Clients receive quarterly utilization reports that include call summary and management statistics, referral detail, and redirection analysis. Member satisfaction is provided on an annual basis. In addition, clients receive standard call management reports on a monthly basis.

About IntelliCare

IntelliCare provides services and technology for intelligent patient and provider healthcare communications. Founded in 1997 in Portland, Maine, the company operates the largest network of medical contact centers in the United States and was recognized as one of the fastest growing technology companies in North America for the third consecutive year on Deloitte & Touche's 2004 Technology Fast 500. More than 250 hospitals, health systems, health plans, group practices, and employers nationwide outsource their call center operations to IntelliCare or use the company's technology to effectively and efficiently improve access to quality care.

For more information about IntelliCare, please visit www.intellicare.com.



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