

Medical Helpline Delivers

Utilization Management Services

- Inpatient & Outpatient Care
- High Cost Imaging Monitoring

Case Management Experts

- Diabetes Self-Management Practices
- Infusion & High Cost Drugs
- Oncology & Transplant
- Maternity, Neonatal & Pediatric
- Medical Necessity Reviews

Helpline Services

- Unlimited Access to Advocates
- Seamless Integration
- Healthcare Bluebook & Quality of Care

Better Health is on the Line

With Medical Helpline you get it all—an all encompassing approach to Member Advocacy, Utilization Management and Case Management. While members are always welcome to call regarding their specific health episodes, our team also proactively reaches out to them to learn of potential issues. This integrated health management approach provides a collaborative process for assessment, planning, facilitation, care coordination, evaluation, and advocacy—all in a single service.

Whether we are discussing diabetes, maternity support or complicated transplant coordination, the Medical Helpline team of knowledgeable healthcare professionals guides members every step of the way—before, during and after treatment. We utilize hands-on health literacy efforts to empower and educate members on the best options available, both for their health and their wallet. This integrated and holistic approach delivers outstanding member satisfaction, improved healthcare and drives down costs for both the member and for the employer.

Medical Helpline Client Experience

- Improved Member Health
- More Engaged and Informed Members
- Streamlined Care
- Member and Employer Savings



Medical Helpline gives employers and employees
a *Lifeline* to better health.

