



Our clinical experts balance quality of care for members while maximizing plan savings

American Health's **URAC-accredited** Case Management services are designed to improve the quality of patient care while maximizing cost savings. Our Utilization Management triggers cases that may benefit from Case Management intervention, helping to facilitate early identification, prevent rehospitalization and significantly reduce costs.

American Health case managers are registered nurses and licensed social workers who function as advocates, facilitators and educators, ensuring that members receive appropriate care at the right time, the right setting and the right cost.

Our experienced clinicians:

- Collaborate with providers to ensure the member receives high-quality, cost-effective care
- Complete telephonic assessments that assist in determining the member's needs and requirements
- Review treatment plans for medical necessity and standards of care
- Help members and their families understand what to expect during the course of treatment
- Supply education materials about treatment options
- Assist members and families in understanding available benefits
- Steer members to network providers
- Work closely with stop loss carriers to manage high-cost, complex cases

Specialty services for **maternity, neonatal and pediatrics, oncology and transplant**

- Program Highlights -

Comprehensive approach to patient-focused support and life management

Dedicated case managers interact with patients and families, offering a complete support network

Experienced case managers supported by American Health's board-certified medical director and a panel of board-certified, practicing physician specialists

We report all never events and avoidable hospital conditions

Mitigating plan exposure and providing group- and member-specific reporting



Health
Utilization
Management
Expires 11/01/2020



Case Management
Expires 11/01/2020



Disease
Management
Expires 11/01/2020