

MEDICAL HELP DESK From GlobalCare

Clinical intervention at the on-set of any medical situation is a valuable way to manage the outcome. GlobalCare provides to all clients and members access to a 24 hour / 7 days a week medical nurse help desk whenever people travel outside of their primary network area.

The Benefits:

PATIENT: Medical assistance whenever and wherever a situation arises. Each call is answered directly by a Registered Nurse who will perform a triage service to assess the condition of the patient and make recommendations for appropriate levels of care. GlobalCare will also provide a Provider Service Notification to the provider as needed, which documents the referral into the appropriate provider. The notification alerts the provider of the patient's intended visit and provides necessary and useful information to properly process the medical claim; to clearly communicate to the provider how the claim will be priced and paid, and to minimize the out-of-pocket expenses to the insured parties.

The value is when you are away from home, and it's in the early morning hours, you are only one phone call away from reliable care and support.

PAYER: This program optimizes cost containment through prospective intervention at the time of the medical event. Utilization of the Medical Help Desk provides two key advantages to managing healthcare costs.

1. Reduces visits to the emergency department by providing recommendations for appropriate care at the appropriate setting. Often, an assessment of the patient's symptoms will lead to a lower level of care than a visit to the emergency department. Recommendations include self-care, or a visit to the PCP or an urgent care facility.
2. Reduces medical costs by overtly steering a patient into a participating network for the patient. First into the primary network, and only when there are no providers conveniently available into a secondary network. The secondary network would be a personalized travel network configured per individual to maximize their access and savings. This service can be integrated into an existing medical case management or utilization review program to provide after-hours intervention and prevention services, and provide immediate case notification as needed.

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Our Experience:

78% to 92% reduction in total medical costs due to the combined effect of selecting the most appropriate level of care, and provider referral into the most appropriate network.

The Nurses

- Calls answered exclusively by Registered Nurses
- Minimum of 10 years emergency department or trauma center experience
- Utilize McKesson Health Solutions LLC. Medical Protocols
- Utilize the Pediatric Guidelines developed by Barton D. Schmitt, M.D.
- Language interpretation available in over 140 languages & dialects
- Also available when in primary service area

