

Advocate 4ME Premier Detailed Transcript

Advocate: "Thank you for contacting UnitedHealthcare. How can I help today?"

[Nadine Hauf, Premiere Chief Operations Officer]

Nadine: We have resources -- both advocacy and clinical -- sitting side-by-side. One place they contact for a myriad of services, so whether it is member services, benefits, simple claim adjustments, pharmacy, financial, behavioral, or clinical.

[Premier – member services, benefits, simple claim adjustments, pharmacy*, financial, behavioral, clinical
*Pharmacy support integrated with carved-in OptumRx®]

[Dr. Paul Solomon, Premier Chief Medical Officer]

Paul: If an advocate has a question they can just literally reach across the aisle and ask a nurse for assistance and guidance.

[Premier – Secure, smart technology]

Paul: This is really the cutting-edge technology in health care service delivery, care management services and getting to the root of the problem as quickly as possible.

Paul: Rather than thinking outside the box, we think like there is no box, whatsoever.

[Premier – Constant collaboration]

[Sana Momin, Premier Registered Nurse]

Sana: We also collaborate in the roundtable discussing anything health related. The whole goal is that we want to get to the issues and resolve it before the member gets discharged from the hospital.

Advocate: "We had a very high connect rate with these members."

Nadine: Daily rounds is critical because we're able to look at inpatient cases with lengths of stay 7 to 10 days or greater. Those are the people who are going to drive the medical spend. Most importantly, we want to make sure they have a care plan in place.

[Premier – Driven, answer focused advocates]

Paul: We have our finger on the pulse of what's happening across every hospital, every market where this client would have members. If we can't talk to the supervisor, I've called the director of nursing. If we can't get the director of nursing, I've called the business office to get an answer to a question that we have.

[Cherita Lee, Premier Advocate]

Cherita: We support our members, we support each other and we're a team. We fight, we advocate. That's what we do.

[Meredith Garrison, Premier Behavioral Health Specialist]

Meredith: The toughest call that I have had was a young woman who was living in New York City by herself and she was having some suicidal thoughts. So I stayed on the phone with her ... until we could get someone there to her apartment to help her and take her to the proper providers that could make sure that she was safe.

[Premier – Daily excellence, outstanding results]

Paul: I guess I'm most proud that this team is able to deliver excellence on a daily basis. Whether it's in the smallest of clinical situation or the most complex.

Nadine: We're literally changing the rules to get the job done and that means identifying medical cost savings and improving member satisfaction.

[UHC Logo | Premier]