



## Care Management Solutions

**F**or over two decades, Alicare Medical Management (AMM) has been recognized as one of the nation’s premier care management organizations. AMM facilitates optimal outcomes for both patients and payers by offering patient centric programs in a framework of evidence-based medical guidelines. Clinically based care management solutions manage health care costs through patient advocacy, support, health information and education by medical professionals, supported by comprehensive data analytics.

AMM’s innovative suite of programs is available 24 hours a day, 7 days a week, 365 days a year, utilizing clinical staffing on-site in its U.S.-based call centers. Around-the-clock access supports clients with effective patient care coordination while meeting regulatory compliance turnaround times.

Client customization and private branding is available for all AMM programs. Programs are available as an integrated full service solution or on a standalone basis. AMM takes pride in delivering exceptional service that is clinically based, flexible and priced competitively.

- 24-Hour Utilization Management
- Case Management
- Readmission Management
- Maternity Management
- 24-Hour Nurse HelpLine and Health Information Library
- Wellness and Health Coaching
- Independent Physician Review and Consulting
- Claims Cost Management
- Disability Management
- 24-Hour Network Referral

AMM has earned four accreditations from URAC for Health Utilization Management, Case Management, Health Call Center and Independent Review. AMM is part of the Amalgamated Family of Companies, which includes Amalgamated life Insurance Company, an A.M. Best’s “A” rated New York life insurance company founded in 1943.



**For more information, call (800) 863-8688 • [www.alicaremed.com](http://www.alicaremed.com)**

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# PROGRAMS

## **24 Hour Utilization Management**—

Clinical review by registered nurses and physicians for inpatient hospital admissions and outpatient services. Utilization Management (UM) includes precertification, continued stay review, and discharge planning. AMM reviews for medical appropriateness, requested setting, level of care and quality of care. The program is available on a 24-hour basis and can be “wrapped around” an existing program for night, weekend and holiday coverage.

**Case Management**—Personalized intensive intervention designed to reduce costs and improve quality of care for high cost patients. Certified nurse case managers work directly with the patient, family, physician and claims payer in order to coordinate cost-effective quality care. AMM case managers also negotiate pricing where appropriate.

**Disease Management**—Developed on a case management model of personalized intervention, the program focuses on high-cost patients with chronic diseases. Case managers emphasize achieving overall health goals for patients with chronic diseases rather than focusing only on managing one specific disease state. To identify appropriate patients, the program utilizes data analysis tools that integrate the award winning Johns Hopkins Adjusted Clinical Groups® (ACG) predictive modeling engine and benchmark data set.

**Readmission Management**—Designed specifically to reduce preventable hospital readmissions. Patient Transition Coaching Program address post discharge needs of a select group of patients that are at risk for being readmitted to the hospital through intensive health coaching.

**Maternity Management**—Provides expectant mothers with health education, ongoing support and care coordination through pregnancy and post-delivery. AMM nurse case managers evaluate the mother’s clinical status and history to determine the level of risk factors that may indicate pre-term births or the need for more intensive case management services. 24-Hour Nurse HelpLine Services and Post-Partum Assessments are key parts of this program.

## **24-Hour Nurse Helpline and Health Information Library**—

Experienced registered nurses are available via a toll-free telephone number, 24 hours a day, 7 days a week. Using advanced clinical criteria, this program provides health information and education to patients and their families, and assures the most effective patient cost management by avoiding over-utilization of unnecessary settings. Health care counseling and telephone triage assess health status and provide immediate health information, steering patients to the appropriate level of care, which may include self-care instructions.

**Wellness and Health Coaching**—Programs utilize the latest coaching and patient engagement strategies to promote the best outcomes. Health coaches work one-on-one with patients to develop care plans that address all aspects of their disease and wellness initiatives including smoking cessation, obesity management and stress management. Health Risk Assessments are offered online, telephonically and by mail.

## **Independent Physician Review and Consulting**—

Physicians in a broad range of medical specialties provide expert clinical decision making support on a prospective or retrospective basis, meeting all regulatory requirements and timeframes for appeals and external reviews.

**Claims Cost Management**—Conducted by experienced nurses, hospital bill audits fee negotiation and DRG Validation assure clients that claims payment is both cost-effective and clinically appropriate. Clients receive effective claims cost containment with measurable results and quick turnaround.

**Disability Case Management**—Claims review and case management intervention by AMM’s registered nurses and physicians facilitates a patient’s return-to-work when clinically appropriate. AMM communicates directly with the employee, physician, worksite contact, and claims payer to assure appropriate length of disability certification and claims payment. AMM also works with the treating physician to identify potential partial return to work options and modifications.

**24-Hour Referral**—Operating 24 hours a day, 7 days a week, experienced and knowledgeable customer service professionals direct plan participants to customized hospital and physician networks.

## **ALICARE MEDICAL MANAGEMENT, INC.**

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