

## VERIFYING NEEDS, ELIMINATING CONCERN

The utilization review process begins with one call to the Hines & Associates, Inc. toll-free number. Our goal? Simplify the system for the insured and all family members.

While doing this, Hines...

- Answers all questions
- Channels to network providers
- Anticipates discharge planning needs
- Prescreens for case management
- Submits shock loss notices—all according to your specifications

### TELEPHONE/WEB ACCESSIBLE

The patient, covered employee, a family member, hospital representative or the doctor can precertify via either method. If notified of the confinement by a provider, Hines will contact the insured and/or family.

### PROMPT PROCESSING

Hines counts on nurses and physician specialists to ensure accurate and efficient communication which is essential to timely and fair claim decisions. Hines offers a variety of reports and delivery methods including direct-connect FTP services and real time online reporting at no additional charge. Online, you can review precert and case management status as often as needed. If data is collected, we can report it.

Dedicated to health care education for over two decades, Hines door to communication is always open. Any and all questions are welcome and answered with a timely response.



OPUS360

# Utilization Management