

ILLUSTRATIVE SAMPLE CASES

Cases involved with obtaining information:

Several cases involve a call where an employee or spouse has called in to find a Primary Care Physician (PCP) or Specialist.

	CASE DESCRIPTION	OUR INTERVENTION
1.	Employee tried to get urgent care for spouse with severe flu symptoms, but was told by Walk-in Clinic that services would be on a non-participating basis. Employee called for assistance with another facility.	We found that the walk-in clinic was actually a participating provider and called the clinic to inform them that they were a participating provider, cleared up the confusion and got the spouse the services needed on a timely basis.
2.	Young adult male with sore throat didn't know where to get services and called for assistance.	We gave him several PCPs that were in network and encouraged him to get connected to a primary care physician, but also mentioned that if urgent, he could go to the walk-in clinics.
3.	Employee with a severe back problem that forced the missing of several days of work was looking for specialist.	We discussed with him that the back injury was potentially a work-related injury given the history of the case.

Cases involved with Navigating the Medical Maze:

Cases sometimes involve assistance with just trying to find out what type of physician to see and where to go.

	CASE DESCRIPTION	OUR INTERVENTION
1.	Father called concerned that their little girl was having growth and development problems. PCP agreed that she needed to see a specialist, but was unsure as to whom they should be referred.	We researched and found an in-plan Pediatric Endocrinologist that specialized in pediatric growth problems.
2.	Member called about his infertility problem.	We recommended the generally accepted treatment approach that the couple's care should be coordinated by a gynecologist with a fertility specialty, thus eliminating unnecessary visits to other specialists, including lab work and other expensive tests.
3.	Employee called with substance abuse problem for both the parent and a child.	We explained the health plan's services and best approach, and recommended an in-plan facility that both parent and child could conveniently attend.
4.	Mother called with concern about her daughter's numbness in arm as the result of a previous auto accident. They were new to the area and didn't have a family doctor and didn't know where to go. Attorney had referred them to a pediatric orthopedic specialist.	An orthopedic specialist was not an appropriate referral under the circumstances. We recommended a pediatric neurologist, and provided the Mother several in-plan specialists. The case was also referred for Coordination of Benefits section of claims processing to determine the extent of other insurance coverage.

Cases involved with creating peace of mind:

Employees often want to better understand what is going on with their treatment, how they will feel following a surgery or general medical information.

	CASE DESCRIPTION	OUR INTERVENTION
1.	Employee scheduled for gallbladder surgery wanted to know what was involved, what limitations he would have, and how long his recovery period might be.	We explained the surgical procedures, gave him guidelines as to the normal recovery period, and what activities would be limited following the surgery.
2.	Plan member concerned about upcoming surgery for a fracture, needed someone to talk with about the surgery.	We explained the surgery and what the process would be and the recovery period.
3.	Plan member called with stress and depression, not knowing what to do or who to see.	We recommended several mental health care providers, and found one that could be seen within the next two days.
4.	Employee with spouse who is currently being treated for cancer called wanting to know how they could take a trip together.	We discussed the options and plans that would need to be made to continue the weekly injections and necessary lab work.

Cases involved in directing care to lower cost higher quality alternatives:

Some cases involve saving medical costs through researching better alternatives and/or more efficient physicians.

	CASE DESCRIPTION	OUR INTERVENTION
1.	Spouse had a rare digestive tract abnormality requiring surgery. Called to look for alternatives to avoid a major, invasive surgical procedure.	We researched the procedure and found a highly skilled University specialist who performed endoscopic surgery for this condition. As a result, the cost of the less invasive surgery resulted in a quicker recovery period without scars and reduced the overall cost of the surgery by \$8,500.
2.	After finding a tumor in the colon, a PCP referred the plan member to a non-participating physician. Member called us to find a new participating surgeon.	We researched from our quality statistics of specialists in the area and recommend 5 that had high volumes, lowest length of stays and highest quality outcomes for this type of surgery. The actual inpatient stay was 2 days less than the regional average for all physicians. Thus, by selecting one of the more efficient physicians over the average physician, we avoided what would likely have cost \$5,000 more.