

Healthcare Management

Receiving the Right Care

Determining Proper Treatment

CoreSource Healthcare Management is a program that monitors a proposed hospital stay to help assure that any treatment is medically necessary and appropriate. Because healthcare costs are rising dramatically, your employer wants to make sure that you and your covered dependents receive quality care for treatment only when it's necessary and for the right length of time.

The Pre-Admission Review Process

You or your dependents must show your Group Identification card to the attending doctor or staff so they know any admission is subject to pre-admission review.

Next, call the toll-free number on your ID card 15 calendar days before any scheduled inpatient stay and give the requested information to the Healthcare Management nurse. This includes admissions to hospitals and, if covered under your plan, skilled nursing facilities, facilities for psychiatric care and substance abuse (alcohol or drug) treatment, hospice programs and home healthcare agencies.

Emergency Admissions

In an emergency situation, notification is required within two business days following admission. If you are unable to make the call, a family member or friend should make the call on your behalf. The healthcare provider is not responsible for making the call for you. Notification of your admission by the facility will not fulfill your obligation to make the call.

Non-Emergency Admission

If your doctor decides you or your covered dependent needs to be admitted, or recommends home health or hospice care, show the doctor's office your ID card. Call the toll-free number, ask for a Healthcare Management nurse, and then provide the necessary information.

Pre-admission information needed:

- Employee name, address, telephone number and Social Security number
- Patient name, sex, date of birth
- Employer name
- Admitting doctor's name, address and telephone number
- Name, address and telephone number of the facility, or home health or hospice care agency
- Date you are being admitted or beginning the home health program or hospice care
- The condition for which you are being admitted
- Expected length of stay

If You Don't Call

The result will be higher out-of-pocket medical costs. For more information on how your specific benefit costs would be affected, contact CoreSource at 800.832.3332.