

## 24/7 Nurseline

Helping members find the most appropriate level of care.



### Solution Features

- Toll-free, 24/7 access to patient support representatives
- Rapid Triage Screening system gives higher priority to urgent medical symptoms
- Targeted guidance to appropriate level and place of care by trained clinical staff
- Physician-authorized clinical guidelines ensure appropriate, efficient and accurate service
- Integration with care management programs for member follow-up

When your members are uncertain about their healthcare options, they are likely to opt for unnecessary emergency services for minor issues. This drives up healthcare costs for them – and you. What they need is information about cost-appropriate care they can access easily.

Is there a way to consistently direct members to appropriate care?

There is with 24/7 Nurseline from Conduent. We connect your members with patient support representatives who can answer healthcare questions around the clock. Our team can guide callers to self-care measures or recommend urgent care when needed. With our solution, your members are always directed to appropriate levels of care.

### Nurse Advice and Your Healthcare Program

Healthcare issues can appear any time of day. To properly guide members and control costs, your program must always be ready to respond. By providing access to expert care advice 24 hours a day, 7 days a week, you can control claim costs by reducing non-urgent use of emergency services. Your members receive more access to trusted clinical resources.

24/7 Nurseline also provides a point of entry to disease and health management programs for eligible members. We further help you control program costs by providing your members free guidance to care options before symptoms become severe and require more costly treatments.

### Our Qualifications

- More than 20 years' experience helping program members make better-informed decisions
- Specially trained staff empowered to support members and provide information for appropriate healthcare decision-making
- Adherence to evidence-based guidelines
- Continual service improvement through ongoing call center evaluation

### Fast, Prioritized Responses

Our core solution includes direct access to Registered Nurses for assistance with symptomatic concerns or questions regarding general health topics. The nurses address member questions by following standard industry guidelines, ensuring patient safety and consistent health advice. Your members' calls are handled appropriately, efficiently and accurately based on the caller's symptoms. When health issues are more serious, our Rapid Triage Screening system triages urgent medical symptoms first. Unlike a "first come first served" model used by many call centers, our system doesn't make members needing immediate care wait their turn in the queue.

### Expanded Features, Added Capabilities

Members now have even more tools at their disposal, putting them in the driver's seat when it comes to managing their own health. For example, we have the capability for answering and triaging behavioral health calls, as well as providing a "warm transfer" to a live person at state- or community-based crisis support services when serious issues arise.

Our care management staff can also field calls that are received after hours for further assessment and engagement with an appropriate care management program. Additional education and support can be provided based on the care the member receives.

We even follow up with clients, patients and members for satisfaction regarding care received, as well as plan of care adjustment for new barriers or concerns.

Finally, we use mobile apps in our pregnancy management and diabetes management programs. 24/7 Nurseline is embedded in our apps as a click-to-call feature, connecting the caller with a clinical professional any time of the day or night.

### Responsive Service, Lower Costs

When healthcare expertise is readily available, your members have immediate access to tools they can use to live better. And not just through the call center – we provide additional accessibility options such as an audio health library available through a custom interactive voice response menu. Our solution makes healthcare advice available the moment it's needed, offering you more chances to prevent potential inappropriate emergency service usage.

You can learn more about us at [www.conduent.com/caremanagement](http://www.conduent.com/caremanagement).

