



Clinical Services

Your Clinical Services Team is here to help!

Utilization Management

- Utilization Management is an authorization review process that determines if a service is medically necessary and if the level of care being requested is appropriate.
- We also use Utilization Management to determine if you could benefit from engaging with one of our clinical care management programs: Complex Case Management or Health Coaching.

Complex Case Management

- Complex Case Management focuses on new complex disease processes, ongoing complex care needs, extended hospital stay support and transition, and frequent admissions to the hospital or ER.
- If you are diagnosed with a new condition, need support for an ongoing health concern, or want guidance around transitioning from an inpatient care setting to home or navigating outpatient management, we can be a resource and advocate for you and your family / caregivers.

Health Coaching

- Health Coaching offers support for and management of a large variety of chronic conditions that may impact other medical conditions and your long-term health. When engaged with this program, we make sure you are meeting the Healthy Choice Premium requirements: annual wellness exams, appropriate preventative screenings, and participation in domestic program support for chronic conditions.
- We work with you to develop achievable goals and a personalized plan to reach your goals, one step at a time.

What We Do For You

We provide you with personalized care management support and navigation assistance to help eliminate barriers to health and wellbeing. Our clinical care teams work directly with you and your providers to identify, understand, and manage health risks related to newer complex diagnoses and ongoing chronic conditions. We want you to have the best health outcome possible!



Quality & Prevention
Helping you use preventive measures to maintain a healthy lifestyle



New Diagnosis Support
Providing you with education and support for better management of a new diagnosis



Transition of Care
Assisting you coordinate your outpatient care when discharged from a hospital or care facility



Chronic Condition Support
Offering you tools to maintain a healthy lifestyle while facing a chronic condition



Medication Support
Helping you understand your medications and take them correctly



Unique Program Benefits
Teaching you about your health benefits and how to keep your Healthy Choice Premium

Additional Coordination Assistance

Behavioral Health

Supporting you through care planning, care coordination, and seamless collaboration for chronic conditions, disabilities, behavioral health, and substance abuse

Provider Selection Assistance

Helping you find the right doctor or facility based on your needs, assisting you with scheduling appointments, and following up with you to ensure you're satisfied with the care you received

Healthy Choice Premium

The Case Management and RN Health Coaching programs apply to the Healthy Choice Premium. If an employee or spouse on the benefit plan is identified for outreach by the nurse teams, engaging with them helps you keep your Healthy Choice Premium