

CareChampion24/7

AROUND-THE-CLOCK HEALTH & BENEFITS
GUIDANCE FOR YOUR WORKFORCE





Are Your Employees Overwhelmed by the Complexities of the Healthcare System?

Introducing

CareChampion 24/7

From Health Contact Partners

An overload of medical information and a healthcare system growing in complexity can leave your employees confused and frustrated.

CareChampion gives your employees one, central, trusted resource they can rely on for help with all of their health care issues – 24 hours a day.

You offer an excellent employee benefits package, but if your employees don't understand or properly use the benefits, you risk *lower productivity, higher healthcare costs, and an added burden on your Human Resources department.*

Let CareChampion 24/7 help you boost the value of your benefits to a new level – improving the health and productivity of your workforce along the way.

"The daily bombardment of news reports and drug advertising offers little guidance on how to make sense of self-proclaimed medical breakthroughs and claims of worrisome risks. And doctors, the people best equipped to guide us through these murky waters, are finding themselves with less time to spend with their patients."

Source: "You're Sick. Now What? Knowledge Is Power."
New York Times, September 30, 2008

Benefit Optimization

Our CareChampions are valued consultants who can help your employees use their benefits effectively and efficiently. >>

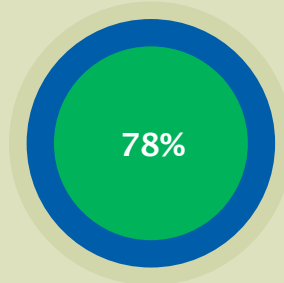
Real-time Clinical Assistance

Research has shown that doctors have less and less time for their patients. Our CareChampions serve as employees' personal clinical advocates, by providing around-the-clock access.

Emergency Patients Don't Understand Doctor's Instructions

More than three-quarters of patients (78 percent) do not fully understand the care and discharge instructions they receive in the emergency department, and the vast majority of them are unaware that they do not understand what doctors have told them.

Source: NewsRx



- DO NOT FULLY UNDERSTAND INSTRUCTIONS
- DO FULLY UNDERSTAND INSTRUCTIONS



Proactive Engagement

We don't wait for your employees to call. CareChampion places a "welcome" call to each employee, offering a trained and caring advisor to help him or her through upcoming health care system challenges. Employees call CareChampion anytime, whenever help is needed. A live person is ready to answer at any hour of the day, any day of the week.

Boost the value of your benefits to a new level and offer true help around the clock through Health Contact Partners' CareChampion 24/7.

Consumers who feel prepared for the following

48 percent of consumers report being prepared for common medical problems but only 15 percent for more disruptive medical scenarios, such as becoming impaired and requiring long-term care.

Source: 2007 McKinsey survey of - 3,000 retail health consumers in the United States

% OF RESPONDENTS

CHRONIC CONDITION	28
MAJOR ACCIDENT	22
DISABLED, INABILITY TO WORK	20
MAJOR MEDICAL EVENT	20
IMPAIRMENT, REQUIRING LONG-TERM CARE	15

Benefit Optimization

Employees can turn to their CareChampion anytime for help with:

- >> Understanding benefits
- >> Getting the most out of wellness and disease management programs
- >> Finding the right doctor or hospital and scheduling an appointment
- >> Understanding their rights under COBRA or Medicare

Our CareChampions help employees avoid administrative frustrations by:

- >> Explaining “Explanation of Benefits”
- >> Coordinating benefits with a spouse’s plan
- >> Serving as the employee’s advocate in benefit disputes
- >> Assisting in the claims appeal process
- >> Getting quick answers from the health plan
- >> Helping file insurance claims

Real-time Clinical Assistance

- >> Coaching them before doctor visits
- >> Following up after the visit
- >> Clarifying conditions, tests, diagnoses, treatment options and medications
- >> Providing round the clock access to a registered nurse
- >> Arranging nursing home or other specialty care
- >> Identifying cost-savings opportunities on prescription drugs, as well as potentially harmful drug interactions



HEALTH CONTACT
PARTNERS 

Making a difference, one call at a time.