



AdvoCare Medical Management Services

Who Says Contained Cost and Compassionate Care Can't Coexist in Medical Management?

Where does it say that your managed care organization (MCO) or your medical management provider has to be heartless, voiceless, and bureaucratic to be effective in controlling your organization's health care costs? It sometimes seems that compassionate care for the workforce, and contained costs for the employer, simply can't coexist in today's complex and costly health care system.

AdvoCare was born as a new kind of managed care and medical management organization – with a team of compassionate health care professionals who recognize and can balance the human issues in care, with the economic issues around providing it.

Whether it's a group health, disability, or workers' compensation issues, each and every medical case is managed as if it's the lone file in our system. We understand the issues of each participant – the insurer, the care provider, the administrator, the employee, and the employer. As health care professionals, we treat each case as a series of medical decisions that, skillfully handled, will return an employee to productivity and health as quickly as possible. We couple this philosophy with extensive experience in group health, workers' compensation, and other disability programs to deliver significant cost containment without sacrificing responsive customer service or optimal patient care.

We call it the **AdvoCare Advantage** and it works for both employers and employees. We're experienced at assessing, planning, coordinating, evaluating and monitoring health care and health care outcomes. That means we're also extremely knowledgeable about the nuances of the health care continuum from individual disability issues to the latest advances in medical management practices and medical care. We encourage professional case management certification for each of our professionals.

The AdvoCare MCO Advantage is enabled by our state-of-the-art and totally integrated approach to medical and case management that includes:

The AdvoCare Advantage provides a cost effective, seamless, health care alternative for employers to contain health care, medical and injury care costs effectively, while providing compassionate care to employees and their families



- **Certified case managers that will communicate** with you, the injured worker and the physician to develop the quickest and most effective return to work plan;
- **On-Site visits** to review lost-time claims;
- **Guidance** on grant and discount programs that can assist employers in reducing workers' compensation premiums and bring employees back to work quickly;
- Personalized attention driven by a **designated nurse case manager** who provides one-source contact and experienced, knowledgeable counsel;
- **Education** on how to handle an injury and keep workers' compensation costs to a minimum;
- Readily available **customer service specialists** to answer any questions or challenges;
- **Regular case reviews** with a comprehensive team, assisting in the expedient return to work of an injured worker;
- Experts available to handle **the catastrophic injuries**;
- **Nationally recognized medical guidelines** that are used to monitor providers, allowing for consistent, quality care based on the leading industry practices;
- **On-line access** to injured worker medical information;
- Use of **vocational rehabilitation** for cost containment and premium savings;
- A **24 hour integrated health care benefits** offering that deals with lost time disability management for employees regardless of cause, and that provides for cost effective integration of compensation and disability.

AdvoCare has, from its very beginnings, recognized that a successful return to work program not only prevents injuries and illness but also effectively coordinates the total return-to-work effort. With VoCare Services, Inc. its sister company, AdvoCare can provide vocational and rehabilitative services whenever and wherever they are needed. Many insurance programs, of course, regard these efforts as central to driving early return to work, lowered reserves, and improved longer-term outcomes.

AdvoCare's successful case management process emanates from a unique strength...our ability to manage the needs of the individual and his or her employer across the entire health care continuum – from point of illness or injury to return to work and beyond. It's a customer-centric experience that tailors programs and provides consultation designed to fit an employer's specific needs.