

## PHCS *On-Site*

### Quality Care Management Administered from Your Site

The **PHCS *On-Site*** Care Management service allows you to focus on your primary business, while offering a high quality Care Management product. PHCS provides customer service representatives, review nurses and/or case managers based on your individual needs. If you choose to retain your own case managers, PHCS will facilitate strong communication between the review nurse and case manager, leading to an efficient care management system.

#### **Flexibility**

Because **PHCS *On-Site*** is so flexible, the service can be modified to meet your particular needs. You may retain your own staff and still benefit from the support of the **PHCS *Care Management*** service by using our URAC and NCQA approved policies, the physician review component and our Care Management systems, reports and letters. Or PHCS can hire staff for some or all care management processes.

#### **Regulatory Compliance Made Simple**

Our Care Management service, for which we are licensed in all states that require licensure, is administered from your site, relieving you of the burden of regulatory compliance, a major task to which PHCS is committed.

#### **Staffing**

PHCS is focused on optimal customer service and customer satisfaction. We have established a comprehensive training plan for all internal and on-site customer service representatives (CSRs) that not only addresses system training, but also delivers quality services.

- ⦿ CSRs will be responsible for:
  - Initiating of all certification requests
  - Re-directing to in-network providers
  - Assigning clinically challenged cases to a nurse
- ⦿ Review nurses' responsibilities include:
  - Reviewing all clinically challenged cases using nationally recognized Milliman criteria
  - Concurrent review
  - Referring all cases that do not meet Milliman standards to a PHCS physician
  - Assessing for discharge planning and potential case management needs
- ⦿ Managers' responsibilities include:
  - Performing quality audits of on-site staff
  - Monitoring service levels and customer satisfaction
  - Keeping staff current with all policies and procedures

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### **Computer and Telephony Systems**

PHCS utilizes Aspect Communications UniphiConnect™ technology for remote call center Automatic Call Distribution functionality. The technology creates a fully functional remote call center over standard or dedicated leased telephone service. The technology enables on-site and remote supervisors to view real-time status information, run reports and monitor agents. PHCS provides wide and local area data networking to dedicated workstations. If integration with your company's systems is necessary, proper firewalls and security will be implemented.

### **Support**

PHCS contracts Getronics for continuous help desk and PC support services. Care Management systems are monitored around-the-clock by the PHCS Enterprise Command Center staff.

Put **PHCS** *On-Site* to work for you today by calling (866) 750-7427.

Tap The Power