

## GENERAL INFORMATION

- Hours of Operation: 8:00 a.m. to 5:30 p.m. EST, Monday through Friday (except holidays)
- Local Number: (813) 908-7441
- UM Precert Number: (800) 356-7126
- CM Number: (866) 633-2378
- Mailing Address: 13902 N. Dale Mabry Hwy., Suite 217, Tampa, FL 33618
- Fax: (813) 908-7342

## SERVICES

- **Utilization Management**
  - ▶ Health Information Nurse
  - ▶ Precertification
  - ▶ Continued Stay Review
  - ▶ Retrospective Review
  - ▶ Maternity Management
- **Case Management**
  - ▶ Catastrophic Case Management
  - ▶ Chronic Disease Management
  - ▶ Transplant Coordination



A panel of Board-Certified Physician Advisors work closely with our Registered Nurses to assure that our clients are receiving the highest quality, most appropriate care available.

**MED-CERT, INC**  
13902 N. Dale Mabry Hwy.  
Suite 217  
Tampa, Florida 33618

# **MED-CERT**

## **Medical Management Resources**

Guiding Your Way to Better Health Management



*www.medcertinc.com*  
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13902 N. Dale Mabry Hwy.  
Suite 217  
Tampa, Florida 33618

Carol Williams RN-Supervisor UM  
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# Med-Cert

## Utilization and Case Management

**Med-Cert is committed** to ensuring the patient receives the best possible and most appropriate care, while also ensuring that health care costs are managed in the most efficient and effective manner.

Our staff of fully trained and **experienced professionals** includes Registered Nurses with varying specialties (cardiac, trauma, maternity, ER), a panel of Board Certified Physician Advisors and a Board Certified Medical Director.

**Med-Cert exceeds industry standard in its provision of quality cost containment services while recognizing and respecting the individual needs of the patient.**

***YOU can help to control healthcare costs!***

- Educate yourself on the healthcare resources available through Med-Cert
- Make referrals yourself
- Use the Health Information Nurse and Maternity Management
- If you know in advance that you or your covered dependent is scheduling medical treatment at an out-of-network facility, let us know so we can try to negotiate a discount up front.
- Work with our nurses to learn how to become and stay healthy

## UTILIZATION MANAGEMENT

Utilization Management (UM) activities include Inpatient and Outpatient Preadmission Review, Admission Review, Discharge Planning, Retrospective Review and Readmission Review.

Our Maternity Management program works with clients and providers throughout the patient's pregnancy and early postpartum period to assure that optimum health is maintained for the prospective mother and her baby.

Our Health Information Nurse program is an "Ask A Nurse" type program consisting of general health and wellness topics provided telephonically to the plan participants.

The Toll-free Precert Telephone Number (800-356-7126) is reflected on your health insurance ID cards.

Standard Pre-Certification Notification Requirements\* (please check with your health plan's customer service representatives for exceptions):

- *Inpatient Hospital Stays*
- *Inpatient Treatment for Mental and Emotional Conditions or Substance Abuse*
- *Inpatient Rehabilitation Therapy*
- *Skilled Nursing Care*
- *Outpatient Stays over 12 hours.*
- *Outpatient Surgeries*
- *Physical Therapy after first 6 visits*
- *Speech Therapy after first 6 visits*
- *Home Health Care*
- *Hospice Care*
- *Maternity - on confirmation of pregnancy (or at least 2 months prior to delivery) and again on admission for delivery.*
- *Outpatient Procedures - refer to your Employee Benefit Plan booklet as some plans require pre-certification for outpatient procedures*

***\*IMPORTANT: Failure to pre-certify may result in a reduction of benefits - refer to your Plan for specifics.***

## CASE MANAGEMENT

Case Management (CM) is responsible for the management of both chronic and catastrophic illness and injury cases. Med-Cert's case managers pride themselves on being patient advocates and manage their cases through the implementation of the highest quality, most cost effective and appropriate health care services.

Some examples of catastrophic cases are cancer, strokes, infections, burns and head injuries. Some examples of chronic cases are asthma, diabetes and heart disease.

### Process:

- CM is voluntary and requires the patient's approval. The Case Manager will send a consent form to the patient with a letter introducing themselves, identifying the Case Manager's role and explaining the consent.
- After verbal or written consent is received, the Case Manager will work closely with the patient, their care providers and their plan's customer service representatives

### Transplant Coordination:

- Patient is assigned a specialized Transplant Registered Nurse Case Manager who coordinates benefits, plan design, carrier programs, transplant networks, preferred providers, care, appropriate use of pharmacy plans, negotiation of levels of care and fees, and community resources.
- The Case Manager will try to negotiate a discount if the transplant facility is not in the group's PPO or transplant network.