

REDUCE UNNECESSARY EMERGENCY ROOM VISITS

Personal Health Assistant 24/7

HOW PERSONAL HEALTH ASSISTANT 24/7 CUTS COSTS

- › An estimated 25-50 percent of health care spending could have been avoided if patients had access to the right care at the right time.
- › Nearly 40 percent of callers are appropriately directed to a less costly level of care than they would have sought on their own.

Personal Health Assistant 24/7 gives employees the information and resources they need to manage their health and reduce the chances that health issues will interrupt their daily routine.

Personal Health Assistant 24/7 offers:

- › **Nurse Support** — Talk to a registered nurse who can assess symptoms and recommend next steps.
- › **Care Navigation** — Receive information about community resources or employer programs to better manage health care needs.
- › **Decision Support** — Talk to a registered nurse about upcoming surgeries or procedures, or to understand a diagnosis and possible treatment paths.
- › **Advocacy** — Get help navigating the health care system and coordinating care, including scheduling appointments, transferring medical records, assisting with complex claims and billing issues and finding elder care resources.



Personal Health Assistant 24/7
at 800-724-9122



Nurse Support

Call a nurse about symptoms



Care Navigation

Get information and resources



Decision Support

Understand procedures



Advocacy

Get help with scheduling, & other resources

Connecting your employees to available resources according to your company's benefits, helps them better manage their health and utilization. The result — your employees are better supported and more informed.

A team of professionals to meet your employees' needs

Wellmark uses a team of specially-trained health care professionals to assist your employees with their unique needs. The program focuses on consistent outreach to members at times in which they are available. This approach provides participants with holistic, robust education and support that empowers them to take charge of their condition.

HOW EMPLOYERS SUPPORT



- Program promotion
- Valid member contact information

Learn More Contact your Wellmark representative to find out how the Personal Health Assistant 24/7 can make a difference at your business.

An innovative level of engagement

Calls to Personal Health Assistant 24/7 are answered immediately by a health professional who determines if the call should be directed to a nurse or advocate, or if he or she can provide the answer without transferring the call.

With Personal Health Assistant 24/7, you offer your employees one phone number to call for all health care questions and concerns, which helps to maintain employee productivity and manage the costs of workforce health. Personal Health Assistant 24/7 can also:

- › **Reduce** unnecessary emergency room, hospital and clinician visits.
- › **Provide** experienced registered nurses to answer health questions.
- › **Supply** information about health conditions, medical procedures, tests and surgeries.
- › **Encourage** participation in health support programs and services available through Wellmark, at work and in the community.
- › **Manage** the legwork by coordinating medical appointments or researching elder care services.
- › **Enhance** member knowledge about the health care system, including the importance of building a relationship with a primary clinician.

Data to maximize your investment

A variety of reports are available for groups to help employers understand program participation. Speak with your account team representative about your reporting needs.

How you can help

Personal Health Assistant 24/7 is a valuable service for your employees. To help educate them and encourage participation in this program, please:

- › Talk to your employees about Personal Health Assistant 24/7 and inform them that this value-added feature is included in their benefits package.
- › Speak with your account team representative for communications to support the education of your employees



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