

Resolution 360

Strategic Intervention. Timely Results.



When a claim turns catastrophic, either in medical severity or financial impact, our care strategists are there to safely resolve it. Initial guidance at claim onset incorporates all possible resolution strategies. Throughout the entire process, we demonstrate the anticipated exposure and benchmark our impact.

The care strategist serves as a central point of contact and actively collaborates with the:

- Care coordinator
- Field case manager
- Cost projection analyst
- Specialty service providers
- Specialty physician(s)
- Clinical program director

Because evidence-based medical guidelines are embedded in our proprietary process, financial projections are timely and accurate.

FEATURES

- Clinical interventions for claim closure, settlement, or sustainable future medical care
- Single point of contact with care strategist from assignment through resolution
- Holistic 360° evaluation of claims from all perspectives, including medical care, bill payment and the long-term impact of both

BENEFITS

- Assessment of historical treatment plans to enhance future medical direction
- Clinical and technical expertise applied for optimal outcomes
- Collaborative approach to manage through closure/settlement



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Case Management
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