



The Medical Rehabilitation Consultants (MRC) Health Difference - Meeting Members During Difficult Healthcare Needs, Adding Value, and Improving Care:

How does MRC help?

Medical Case Management is a program whereby a Registered Nurse Consultant has contact with the member, the member's family, care providers, and the member's medical team in order to assist in the development of a plan of care approved by the member's medical team and the member. The Nurse Consultant walks through the medical journey with the member to explore, discuss, and coordinate appropriate medical care.

An MRC Registered Nurse is your advocate and will help you obtain the best and most appropriate care. This is accomplished by working with you and your medical providers to coordinate and support the treatment plan for the best outcomes and the most effective use of benefits. Medical Case Managers work with hospital discharge planners, social workers, specialty therapists, home care providers, medical equipment suppliers, pharmacists, and any other medical provider who might contribute to the plan of care.

MRC's Nurse Consultants can also assist in obtaining discounts on medications, equipment, and other services. Your dedicated Nurse Consultant will be available to lessen stress and anxiety by providing information and addressing questions and concerns as they arise.

How does it work?:

Suppose you have a question about your health care or you have concerns about your treatment. Perhaps you're not experiencing the results you think you should. Where can you turn for help?

Plan participants can turn to **Medical Rehabilitation Consultants (MRC)** and get medical support as a free benefit of the MCUL health plan. When you call MRC, you'll talk directly with a registered nurse who can:

- ◆ Answer your health care questions
- ◆ Refer you to a doctor
- ◆ Obtain a list of in-network providers
- ◆ Tell you if a procedure requires precertification based upon your health plan

MRC is available as a member advocate. Their goal is to be sure you get the very best care while effectively utilizing your benefits.

The Case Management Program

The program provides individuals with a Nurse Consultant who provides:

- ◆ A comprehensive assessment of your medical needs
- ◆ Health care coordination between your providers
- ◆ Information about treatment options
- ◆ Assistance with using your benefits efficiently
- ◆ Negotiation for lower costs with non-preferred providers

Anyone with an ongoing health condition or who has experienced an illness or injury is a candidate for this optional, no-cost program. For more information, call Medical Rehabilitation Consultants at **(800) 827-5058** or **(509) 328-9700**.

