



Weekly Provider News

July 8, 2015

The Alliance Nurse Advice Line is Here!

Let your Alliance patients know that they now have FREE telephone access to registered nurses 24 hours a day, 7 days a week.

Nurse Advice Line phone number: 1 (844) 971-8907

The Nurse Advice Line provides Alliance members with expert health advice without waiting for an appointment and risking their condition worsening, getting unnecessary care for a condition that can improve with time at home, or making an avoidable trip to the ED.

How does it work?

- Members call a toll free number that is answered live. Eligibility is established.
- Nurse Advice Line nurse takes a brief history and offers advice using established best practice protocols under physician supervision. Nurse provides immediate symptom assessment, referral services, and patient education to member on how to better manage their immediate symptoms and overall health, as needed.
- Nurse recommends a plan of action for clinically appropriate level of care within an appropriate timeframe in a proper setting.

The Nurse Advice Line is staffed by nurses who speak English and Spanish, with interpreters for other languages. Hearing or speech impaired members can contact the Nurse Advice Line through the Telecommunications Relay Service at 1 (800) 735-2929 or 1 (800) 855-3000 (TTY Spanish) or by dialing 7-1-1. New member ID cards with the Nurse Advice Line phone number have been sent to members.

July 10, 2015

Understanding Alliance Nurse Advice Line Communications

The Alliance Nurse Advice Line is up and running and helping our members get health advice when and where they need it. AxisPoint Health (formerly McKesson Care Management) is the vendor that is providing this service to Alliance members.

After a member has an interaction with the Nurse Advice Line, the PCP will receive a fax outlining the triage request and disposition of the encounter. On the next page is an example of the fax that PCPs will receive from AxisPoint Health (formerly McKesson Care Management).

Questions?

Contact your Provider Services Representative or call Provider Services at (800) 700-3874 ext. 5504



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The **Call Information** provides details of the purpose of the call, the patient's situation, and may include the original intent of the caller.

The **Assessment Information** section contains the outcome of the interaction with the nurse, including the action that the patient intends to take.

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Patient Encounter Summary

July 3, 2015

FROM: Central California Alliance for Health

TO: [REDACTED]

Interaction ID: [REDACTED] Patient ID: [REDACTED] Patient Name: [REDACTED]

Patient Information

Patient Name:	[REDACTED]	Encounter Phone:	[REDACTED]
Caller Name:	[REDACTED]	Patient Insurer:	Central California Alliance for Health
Patient DOB:	[REDACTED]	Insurance ID:	[REDACTED]
Patient Age:	2	Coverage Type:	
Patient Phone:	[REDACTED]	Coverage Code:	MEDICAL
Patient Service Area:	[REDACTED]	Contract Code:	
		Health Plan Name:	CCA DEFAULT PLAN

Call Information

Type of Call: Symptomatic/Illness Care Date of Call: 07/03/2015 Time of Call 01:15 AM
 User Comments: [7-3-2015 01:29:4] : sacnsk
 (sacnsk) Encounter Assessment Summary

Purpose-Symptom::Symptom Context-Medical::Previous Call-No::Provider Contact-Yes::Symptom Status-Worse::Patient Assessment-Yes Assessment done with child present::Symptom Description-fever 3d ago, went away 24hr and came back 5-1/2hr::Provider Contact Description-saw pcp 2-1/2d ago; dx=virus; (x=all Ty) and Motrin::Preintent-SEEK ED: ← **Original intent of caller**

Assessment Information

Clinical Algorithm(s) Used Triage 1 PEDIATRIC FEVER (100)
 for Nurse Assessment:

Algorithm Recommendation:	Speak to Provider (8 hours)	Triage 1
Nurse Recommendation (sacnsk):	Speak to Provider (8 hours)	Triage 1
Patient/Caller Intent:	Speak to Provider (8 hours) ← Outcome of call	Triage 1

PCP Information

PCP Name	Provider Key	Practice Location(s)	Fax Number(s)
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Provider and Service Referrals

Resource Set: Gold Standard RC - Medical
 Algorithm Title: PEDIATRIC FEVER
 Patient Referred To: Primary Care Provider
 Disclaimer: If you are unable to access care or if your symptoms worsen, please call us back
 Provider(s): SERV [REDACTED]
 SPECIALTY other

Questions?

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