WEBVTT

	English	Spanish
00:00:00.010 --> 00:00:02.853 (music playing)		
00:00:02.949 --> 00:00:06.379	Our members when they call us, we relate to them.	
00:00:06.534 --> 00:00:09.231	We feel their pain, we feel their struggles,	
00:00:09.259 --> 00:00:10.521	and then we take them away.	
00:00:10.813 --> 00:00:13.988	And we get to make everything that we can make easier,	
00:00:14.007 --> 00:00:17.902	easier for them. The model is incredible.	
00:00:18.087 --> 00:00:21.691	The concierge model is a service that we offer to employer groups	
00:00:21.725 --> 00:00:25.265	to help make their employees and family members' lives easier.	
00:00:25.708 --> 00:00:29.666	The concierge model is a one call, one stop shop.	
00:00:29.890 --> 00:00:33.048	You make one call and we take the trouble off your hands.	
00:00:33.293 --> 00:00:37.077	We are empowered to be able to resolve members live,	
00:00:37.237 --> 00:00:38.521 00:00:38.700 --> 00:00:40.503	while the member is on the call. If a member needs to speak with a nurse,	

00:00:40.521 --> 00:00:42.385	we have a team of concierge nurses	
00:00:42.521 --> 00:00:44.512	who are ready to speak to them in that moment.	
00:00:44.814 --> 00:00:46.223	If a claim needs to be adjusted,	
00:00:46.242 --> 00:00:48.217	we have a team of adjusters ready to go,	
00:00:48.235 --> 00:00:49.657	ready to adjust their claims.	
00:00:49.743 --> 00:00:52.377	There are quite a few of us that are actually behind the scenes.	
00:00:52.425 --> 00:00:54.370	When one little thing is out of whack,	
00:00:54.614 --> 00:00:58.348	that's where us as claims adjusters sometimes come in	
00:00:58.364 --> 00:01:01.382	to figure out, okay, this is what's happening.	
00:01:01.456 --> 00:01:04.349	We'll point out to the agent, this is what you need to do.	
00:01:04.470 --> 00:01:08.100	Or we can reach out to say, our clinical team	
00:01:08.690 --> 00:01:11.982	or our authorization team to help fix things.	
00:01:12.005 --> 00:01:13.358	We may even call a provider	
00:01:14.103 --> 00:01:15.604	and say we need to correct a claim.	
00:01:15.786 --> 00:01:19.194	I like getting to the root of problems	

00:01:19.472 --> 00:01:21.528	and finding the truth of the matter.	
00:01:22.131 --> 00:01:23.622	That's what I love to do.	
00:01:23.782 --> 00:01:26.385	The service is incredible. Most times when we mentioned	
00:01:26.411 --> 00:01:28.874	that they can speak to a nurse on the call,	
00:01:28.921 --> 00:01:30.468	they don't even know that it's offered.	
00:01:30.518 --> 00:01:32.772	People need to really know what an impact	
00:01:32.939 --> 00:01:35.453	a team like this can make on someone's care.	
00:01:35.520 --> 00:01:38.337	We got a referral from a member	
00:01:38.386 --> 00:01:42.177	who was recovering from breast cancer.	
00:01:42.543 --> 00:01:45.697	She needed a revision surgery.	
00:01:46.315 --> 00:01:50.985	And Heather was the point person that got the initial referral.	
00:01:51.045 --> 00:01:53.063	She said she was having this upcoming surgery	
00:01:53.311 --> 00:01:57.278	and she needed to have a provider that would be in network.	
00:01:57.671 --> 00:02:00.847 00:02:00.878 --> 00:02:02.321	So she was looking for a specific surgeon, a special type of surgeon.	
00:02:02.780 --> 00:02:05.797	So then I reached back out to Cara	
00:02:06.164 --> 00:02:08.373	and we worked together	

00:02:08.677 --> 00:02:12.543	on getting this surgeon approved for her	
00:02:12.564 --> 00:02:17.340	through an appeal process and the outcome was very positive.	
00:02:17.582 --> 00:02:21.460	I think it's because with our concierge team, we work together.	
00:02:22.228 --> 00:02:25.354	So this special type of relationship we have with each other	
00:02:25.377 --> 00:02:27.277	allows us to not give up.	
00:02:27.709 --> 00:02:29.303	We have each other to lean on.	
00:02:29.740 --> 00:02:33.894	We're always problem solving. So it's like this is the obstacle.	
00:02:33.928 --> 00:02:38.334	This is the solution. What can I do to overcome the obstacle?	
00:02:38.365 --> 00:02:40.842	How can I get the member to where they need to be?	
00:02:43.041 --> 00:02:44.493	It takes a village.	
00:02:45.045 --> 00:02:47.029	It does. One person can't do it.	
00:02:47.048 --> 00:02:48.192	You can't do it yourself.	
00:02:48.250 --> 00:02:51.751	The healthcare system is tricky and ultimately,	
00:02:52.050 --> 00:02:54.590	I feel like our members have benefited greatly	

00:02:54.617 --> 00:02:55.945	because we have this model.	
00:02:56.583 --> 00:03:00.674	And it takes a lot of the guess work out of things for them.	
00:03:00.789 --> 00:03:03.266	And when we have this special team,	
00:03:03.644 --> 00:03:06.591	it makes a big impact on their health overall.	
00:03:06.820 --> 00:03:09.050	It's extremely important for our members to know	
00:03:09.075 --> 00:03:10.531	that we are here to help.	
00:03:10.797 --> 00:03:12.949	Our members have many different ways to reach us.	
00:03:12.997 --> 00:03:16.330	They can go on our MyUHC.com website and do click to chat.	
00:03:16.364 --> 00:03:17.768	They can go on our UHC app.	
00:03:17.997 --> 00:03:21.284	They can call us or even email us because we have secure email.	
00:03:22.140 --> 00:03:28.406	(music playing)	