

Utilization Review... Tailored To Your Needs.

Our Nationwide URAC accredited Utilization Review (UR) program provides a wide spectrum of services easily customized to fit your needs and maximize cost effectiveness. Utilization review nurses verify the medical necessity of acute confinements. Their expertise may lead to appropriate options early in the disease process that contain cost—without compromising quality care.

UR is extensive. Customized to meet your specific corporate concerns, this program ranges from notification for case management and disease management identification to full certification. Quality healthcare is wide-ranged, and among the many cost containing options are inpatient acute hospital care, long-term acute, sub-acute, and skilled nursing facility. UR extends to, and goes beyond, mental health/substance abuse (inpatient and outpatient) and infusion therapy.

We eliminate any concerns you have regarding health

Medical Case Management...

The foundation for success is based on the outstanding network of knowledgeable healthcare professionals who understand all the ramifications of a patient's condition and treatment. With experience in at least one major clinical specialty, their expertise ensures that even the most complex of cases are managed efficiently. Accurate needs assessment, and the use of cutting edge technology and immediate data input, leads to cost conservation in a timely manner—without compromising quality care.

As an industry leader, we take healthcare management one-step further.

The approach places priority on education and rapport with both the patient and family. In the face of catastrophe, our professionals understand the options and the cost—always assuring quality care and practice based on clinical care guidelines. Experts in navigating a complicated health care system and educating and patient, they know when alternative resources are necessary.

Disease Management— Focus on Education.

Diabetes.

Asthma.

Cardiac Care Management.

Rheumatoid Arthritis.

These, and other chronic and extended conditions, are addressed by the URAC accredited Disease Management (DM) program through a comprehensive, multidisciplinary approach to wellness. Specialized managers coordinate and address care based on clinical

practice guidelines, while promoting positive change and patient empowerment through education.

Early intervention and communication between all involved encourage acceptance and self-management of a wide-range of acute conditions such as depression, Crohn's Disease, Multiple Sclerosis and pain management. A full understanding of all risk factors, combined with compliance to treatment, produce positive changes and a stronger quality of life. Hines' focus on education and patient empowerment can prevent complications and reduce hospital stays that utilize precious healthcare dollars.

Patient Empowerment...An investment in wellness works for you.

Childbirth...Unique To Every Woman.

The BABE® (Baby Advocacy Birth Education) is based on good prenatal care and education. Whether a woman's childbirth experience is normal or high-risk, caring and specialized nurses encourage a healthy lifestyle. At-risk mothers are identified and closely monitored. If necessary, case management intervention helps to avoid complications.

BABE® Critical Care (BCC) is a comprehensive maternity/neonatal management system for the high-risk mother and infant. BCC extends specialty care coordination from the mother's high-risk pregnancy through birth and post-discharge care needs. An on-staff perinatologist and neonatologist work closely with specialty case managers to evaluate, assess and provide overall coordination to ensure that all needs are met for the high-risk mother and infant.

Caring for normal and high-risk.

Peer Review...
Your Assurance.

By relying on the Peer Review program, highly qualified physicians ensure an appropriate opinion and decision. This panel of practicing physicians review cases and provide information regarding medical necessity and appropriateness of procedures and treatment plans. With specialties in almost every area, these experts support good claim decisions. Procedures are explained, determining if treatment is "standard of care" and medically necessary.

For appropriate standard of care.