



CareConnect

90 Degree Benefits

Connecting Members to High-Quality, Affordable Care

90DegreeBenefits.com

A Simplified Healthcare Experience Awaits

90 Degree Benefits CareConnect offers an unmatched level of insight and support to you and your members. While most health plans require members to navigate a **complicated maze** of rules and procedures the CareConnect Advocate will provide access to a high quality, fair priced facility in the easiest possible manner.

90 Degree Benefits CareConnect takes your members and your health plan in the right direction:

✓	Member access to a CareConnect Advocate through initial customer service interaction.
✓	Unbiased doctor recommendations and referrals into utilized physician only networks.
✓	Hospital cost and quality information provided by CareConnect Advocates to members.
✓	Complete guidance for member healthcare including facility selection and collection of member responsibility.
✓	Balanced approach to combine positive member experience and plan cost savings.

Key Components

















Care Navigation

As the healthcare system changes, individual members have become more accountable for their health needs. But to be better healthcare consumers, members need **better access** to service, quality, and cost information to make effective, informed decisions.

As a member-focused concierge care program, 90 Degree Benefits CareConnect ensures your members won't be left on their own when it comes to getting care. Members have a dedicated CareConnect Advocate and one phone number to call for all needs. The CareConnect Advocate will explain benefits, answer questions, and research procedures for the member.

90 Degree Benefits CareConnect Helps Members:

CUSTOMER SERVICE	CARE COORDINATOR	CONNECT	PAY
 <p>Explain Insurance Benefits</p>	 <p>Review Member Medical Need Opportunity</p>	 <p>Assist with Communications</p>	 <p>Establish Procedure Baseline Charges to Use in Negotiation</p>
 <p>Answer Member Questions</p>	 <p>Determine Member Facility Needs</p>	 <p>Obtain Medical Records & Procedure Codes</p>	 <p>Negotiate with Provider/Facility</p>
 <p>Guide member to Network Provider Options</p>	 <p>Educate & Inform Members on Pre-service Payment Model</p>	 <p>Finalize Facility Choices</p>	 <p>Collect Member Responsibility & Facilitate Pre-Service Payment</p>
 <p>Determine Facility Service Needs & Transfer to CareConnect Advocate Intake.</p>	 <p>Provide Cost & Quality Review Service Payment</p>		 <p>Member Post-Service Support</p>



Provider Contracting

Giving members access to high-quality care means giving them access to **high-quality** providers. 90 Degree Benefits CareConnect provides balance between provider access and member satisfaction, with CareConnect Advocates finding a solution for care based on the medical service and cost. With a variety of provider contracts established at cost plus, fixed rate or Medicare derivatives, 90 Degree Benefits can help keep your members from over-paying for care.

90 Degree Benefits CareConnect Provider partnerships include

- Regional Health System Safe Harbors
- Centers of Excellence
- Specialty Centers
(Infusion, Surgery, Imaging, Heart)
- Practitioner Networks and/or DPC
- Bundled Payment Arrangements



Legal Support or Legal Indemnification Services

CareConnect provides options for built in protection for your plan. In the event your member needs legal representation for a balance bill, 90 Degree Benefits has you covered. With CareConnect, both the plan and your members have access to law firm services and a consumer protection specialist.

Depending on the option chosen, should the plan be billed more than the maximum allowable, 90 Degree Benefits stop loss partnership **keeps you from paying excessive claims**. Just like your members won't be left on their own to coordinate care, you won't be on your own to navigate the complicated legal process.



Patient Advocacy

With CareConnect, member support doesn't stop when they receive care. The CareConnect Advocate will continue post-service communication to help members understand their billing and charges and **proactively monitor** potential balance bills.

If a member receives a balance bill, their CareConnect Advocate will call the hospital or facility to ensure the member only pays what they're responsible for, as outlined in their benefits. The CareConnect program has a built-in balance bill safeguard with best-in-class experts to defend the plan and resolve any provider disputes.

At 90 Degree Benefits, we understand that when a bill affects a member, it affects the plan. If a member receives a balance bill, you'll have continuous reporting of the member case status so you'll know we're delivering on our promise of post-service support.



Pre-Pay Services

CareConnect is uniquely designed to pair seamlessly with any 90 Degree Benefits health plan. With your health benefits and member services handled all in one place, the healthcare experience is simplified and the financial success of the CareConnect program is enhanced.

When a member is transferred by the customer service staff to a CareConnect Advocate in conjunction with a prescheduled hospital or facility service, the CareConnect Advocate will help them locate an accepting provider at or below the accepted plan maximum, helping reduce the chances of your members receiving balance bills.

The CareConnect Advocate works to help your members—and health plan—save money on:

- All Hospital Services
Inpatient and Outpatient
- All Non-Office Surgery
- Radiology and Diagnostic Imaging
- Maternity and Newborn Services
- Rehabilitation/Therapy Services
- Extended Care Services
- DME—Orthotics
Prosthetics
- Sleep Disorders
- Diagnostic/Preventive
Colonoscopy

Make the Right Turn™ for
Your Members and Your Plan with

CareConnect

90 Degree Benefits

Contact us today!

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A Turn For The Better