

# Carenet Service Comparison

CLINICAL SUPPORT	
<b>Care Conditions</b>	<ul style="list-style-type: none"> <li>• Coordinate care among physicians and medical institutions.</li> <li>• Provide explanations of tests, treatments and medications.</li> <li>• Facilitate the transfer of medical records, X-Rays, and lab results.</li> <li>• Arrange for homecare equipment following discharge from the hospital.</li> <li>• Coordinate hospice and other services for terminally ill members.</li> </ul>
<b>Second Opinions</b>	<ul style="list-style-type: none"> <li>• Assist in locating the right second opinion consultation.</li> <li>• Research questions about diagnoses, treatments and available support.</li> </ul>
<b>Locate Providers</b>	<ul style="list-style-type: none"> <li>• Locate primary care physicians, specialists, hospitals, dentists and healthcare providers.</li> <li>• Leverage in-network providers to help members utilize their benefits.</li> </ul>
<b>Prescription Drugs</b>	<ul style="list-style-type: none"> <li>• Provide members assistance with questions on prescription drug coverage and formularies.</li> <li>• Help members better understand multi-tiered pharmacy benefit plans.</li> <li>• Assist members in obtaining mail-order prescriptions.</li> </ul>
<b>Call Center</b>	<ul style="list-style-type: none"> <li>• Access to Personal Healthcare Advocate.</li> <li>• Language / translation services.</li> </ul>
ADMINISTRATIVE SUPPORT	
<b>Benefit Support</b>	<ul style="list-style-type: none"> <li>• Research and resolve claims issues, including related paperwork.</li> <li>• Resolve eligibility issues, review billing discrepancies and questions, and uncover errors in processing.</li> <li>• Review questionable bills to identify duplicate or erroneous charges.</li> <li>• Resolve coordination of benefits disputes between multiple carriers.</li> </ul>
<b>Fee Negotiation</b>	<ul style="list-style-type: none"> <li>• Attempt to negotiate fees with providers to lower members' out-of-pocket costs.</li> </ul>
<b>Appeals Advice</b>	<ul style="list-style-type: none"> <li>• Assist members filing a complaint or grievance with their health insurer.</li> <li>• Provide member information about their appeal rights.</li> </ul>
ADDITIONAL ASSISTANCE	
<b>Healthcare Support</b>	<ul style="list-style-type: none"> <li>• Prepare members for visits with physicians and other providers.</li> <li>• Help members better understand serious or chronic conditions.</li> <li>• Answer questions and provide information and resources about medical terms, tests, medications and treatments.</li> </ul>
<b>Specialized Services</b>	<ul style="list-style-type: none"> <li>• Locate and make arrangements for members' specialized service needs such as adult day care and rehabilitation services.</li> <li>• Assist members with the application process for coverage options.</li> </ul>
<b>Transportation Assistance</b>	<ul style="list-style-type: none"> <li>• Research transportation services to support members' healthcare needs.</li> </ul>
<b>Senior Care Services</b>	<ul style="list-style-type: none"> <li>• Obtain coverage for medical supplies.</li> <li>• Provide information about adult day care programs.</li> <li>• Coordinate coverage for home care services with Medicare and Medicaid.</li> </ul>
<b>Alternative Medicine</b>	<ul style="list-style-type: none"> <li>• Identify and coordinate a range of wellness services.</li> </ul>