



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 Care Coordinator 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 Care Coordinator
✓	Unbiased doctor recommendations
✓	Hospital cost and quality information
✓	Complete guidance for member healthcare
✓	Information to help members—and the plan—save money

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 Care Coordinator and one phone number to call for all needs. The Care Coordinator will explain benefits, answer questions, and research procedures for the member.

90 Degree Benefits CareConnect Helps Members:

PREPARE	COORDINATE	CONNECT	PAY
 Explain Insurance Benefits	 Review Member Savings Opportunity	 Assist with Communications	 Review of Bills & Charges
 Answer Member Questions	 Determine Member Outreach Needs	 Obtain Medical Records	 Negotiate with Provider/Facility
 Guide Member in Provider Options	 Educate & Inform Members on Benefit Options	 Finalize Treatment Schedule	 Facilitate Pre-Service Payment
	 Cost & Quality Review		 Member 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 calls their Care Coordinator in conjunction with a prescheduled hospital or facility service, the Care Coordinator 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 Care Coordinator works to help your members—and health plan—save money on:

- All Hospital Services
Inpatient &
Outpatient
- All Non-Office
Surgery
- Outpatient Lab,
Radiology &
Diagnostic Testing
- Maternity &
Newborn Services
- Rehabilitation
Therapy Services
- Extended Care
Services
- DME – Orthotics
Prosthetics
- Sleep Disorders



Patient Advocacy

With CareConnect, member support doesn't stop when they receive care. The Care Coordinator 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 Care Coordinator 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.



Legal Support and 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.



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 Care Coordinators 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

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

CareConnect

90 Degree Benefits

Contact us today!

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90degreebenefits.com



A Turn For The Better