

### Coordinated Care

#### PREAMISSION NOTIFICATION

If your doctor recommends hospitalization for you or one of your dependents, you should call **CareLink** to notify an intake coordinator of the hospitalization. **You should call 7 days** before the planned admission date. A nurse will work with your doctor and review your plan of care to make sure it is appropriate and necessary for you.

It is advised that you notify **CareLink** of your hospitalization or your doctor may call **CareLink** for you. **CareLink's** toll-free number and office hours are listed on this flyer and on the back of your identification card.

#### EMERGENCY NOTIFICATION

Notification of any emergency or unplanned hospital admission should be made within two business days of the date of admission. **CareLink** should be called even if you have already been discharged from the hospital. Observation stays beyond 23 hours are considered unplanned admissions and are subject to this requirement. A **CareLink** nurse may call you after discharge to assist with any questions or healthcare needs you may have.

#### CONTINUED STAY REVIEW

**CareLink** will contact the hospital to confirm your discharge on the anticipated day of your release. If you require continued hospitalization, the **CareLink** nurse will coordinate with your provider to obtain necessary information regarding your clinical status and progress.

#### SURGICAL REVIEW

Depending on your benefit plan, certain non-emergency surgical procedures may require notification even though hospitalization is not anticipated. Check your plan booklet for notification requirements or call **CareLink** at **1.866.894.1505**.

#### DISCHARGE PLANNING

Once a hospital stay has been arranged, a **CareLink** nurse will monitor your continuing care needs early in order to facilitate discharge to the appropriate setting. **CareLink** can work with your doctors and providers to support your discharge planning and identify problems that may interfere with your recovery. Our nurse will identify your continuing care needs early in order to facilitate discharge to the appropriate setting.





### **Case Management**

In the event you suffer a catastrophic or serious illness, the **CareLink** case management professionals can recommend and coordinate the many services that may be needed to provide you with appropriate and necessary medical care. Working with you, your doctor, and your plan sponsor, **CareLink** can assist in the development of a healthcare plan that is tailored to your individual needs.

### **Calling CareLink**

All **CareLink** services can be handled by phone, so there is no additional paperwork for you or your doctor. When you call, be prepared to give the following information:

- Patient's name, address, telephone number, and date of birth
- Employee's identification number, employer name and group number
- Doctor's name, address, telephone number and hospital name and phone number
- Reason for admission or surgery and estimated length of hospital stay

### **Confidentiality**

All patient information provided to the **CareLink** staff is kept in the strictest of confidence. Staff members are professionals accustomed to dealing with confidential information.

### **Participation**

All employees and their covered dependents are required to participate in the notification program established by your plan sponsor.



### **Your health plan requires notification!**

- Call seven days before scheduled admissions and surgeries.
- Call within two business days of emergency admissions and surgeries.

**CareLink: 1.866.894.1505**

**Coordinated Care and Case Management :**  
6:00 am-7:00 pm, Monday through Friday

PO Box 21367 • Billings, MT 59104-1367  
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