

Get the support you need from a dedicated clinical care manager

Registered nurses and licensed social workers can help whether you are managing an acute medical issue or dealing with complex health challenges.



As part of your health benefits and at no extra cost to you, clinical experts provide confidential and personalized support for:

Precertification in Utilization Management

Why is precertification required for some medical procedures, hospital admissions or surgeries?

A medical necessity precertification review completed by a registered nurse or board-certified physician reviewer ensures that you receive medical care that is necessary and appropriate.

Your provider will often handle precertification requests, but as an active participant in your health care, you can call us to begin the process at 1-877-518-0768.

Case Management

Our dedicated case management team provides support for you and your family during times of need, helping ensure you receive appropriate care. Your case manager can answer your questions and help you understand your treatment options.

Getting started is easy! Call 1-800-641-3224 and select option 2 when prompted.

Maternity Management

Maternity and neonatal nurse specialists provide education about what to expect throughout your pregnancy, before and after delivery, early labor symptoms, newborn care, and more. Every pregnancy is unique, and our nurses are here to support you and answer any questions you may have.

To start speaking with a maternity nurse specialist, call 1-800-641-3224 and select option 3 when prompted.