

NurseVIPSM

HIGH-TOUCH CLINICAL ADVOCACY

A sick or injured employee shouldn't have to navigate the healthcare system alone, but they often do. Consider the individual who's received a devastating diagnosis, but doesn't seek a second opinion and later learns that the diagnosis was incorrect. Or the child who has to wait six months for an evaluation by a pediatric specialist. Or the patient who loses access to a medication after a clinical trial has ended and is subsequently hospitalized.

Employees and their family members who don't receive the right care from the right provider at the right time can pay the price in delayed treatment, a longer recovery, or worse. They can also incur unnecessary costs, for them and the employer.

NurseVIP RNs Draw Upon Their Unique Skills To Help Employees Access and Understand Care

NurseVIP's Clinical Advocacy Service is comprised of registered nurses who possess special consultative skills and healthcare industry expertise. NurseVIP RNs average 27 years of medical and health insurance experience. They use their expertise to cut through red tape, ease patient stress and confusion, and remove barriers to appropriate care and cost savings.

NurseVIP RNs make sure all options are understood and the best care and support is received.

- They advocate on behalf of the patient during provider visits and hospitalizations
- They research treatment options to provide reliable information
- They decode complicated healthcare jargon so that employees and their family members can make good decisions



Despite their complexity, many cases can be **resolved by NurseVIP RNs** in as little as

4 hours



NurseVIP RNs often review cases to determine if a **second opinion** is appropriate.

A second opinion impacts treatment options in

31%

of cases.

—Study by the Center for Innovations in Quality, Effective and Safety

Please see page 2 for NurseVIP success stories.

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Success Stories

Case 1

A patient has no further access to a drug following the end of her involvement in a clinical trial, and her carrier denies covering the medicine going forward. NurseVIP consults with the drug manufacturer, who agrees to provide the medication at no cost, preventing further hospitalizations.

Case 2

A young patient can't receive a crucial evaluation because the in-network specialist's calendar is booked for six months. NurseVIP intercedes with the provider's office manager. The appointment occurs within three weeks and treatment commences immediately.

Case 3

The wife of an employee asks NurseVIP for help persuading her husband to get a second opinion after a CT scan shows he has lung cancer. The husband agrees to see a second oncologist. Additional testing and a lung biopsy prove that the first diagnosis of lung cancer is incorrect.

Synergies360SM

Corporate Synergies takes a full view of the insurance landscape, studies it from every angle, pursues innovation where none exists, and transforms this deeper understanding into actionable strategies to protect our clients and their participants. We call our approach Synergies360.

NurseVIP Support Services

Corporate Synergies unites two employee advocacy platforms for a level of optional support unmatched in the benefits industry. We integrate our internal BenefitsVIP[®] employee inquiry and issue resolution service with the nationally recognized Guardian Nurses[®] Healthcare Advocates organization. The result: a concierge-level of advocacy for our clients, NurseVIP.

NurseVIP advocates do not provide medical treatment. Rather, they work on behalf of the patient or family member to coordinate care with doctors, hospitals, visiting nurses, testing facilities, nursing homes, equipment suppliers, community services providers—anyone and everyone involved in the patient's case. They help employees understand care options and make informed decisions.

Telephonic Services

- Assist participants through complex medical conditions
- Facilitate the transfer of medical records, X-rays and lab results prior to a schedule appointment with a new physician
- Arrange for home care equipment following a hospital discharge
- Coordinate diagnostic tests, including the consolidation of a multiple-day testing schedule

- Arrange for clinical trial participation evaluation
- Foster communication and the coordination of benefits between healthcare providers and insurance companies
- Facilitate a review of test results with another physician for confirmation of a diagnosis
- Help participants understand tests, treatments and medications prescribed by their physicians
- Set appointments with providers
- Serve as the participant's guide and advocate during hospitalizations or nursing home stays
- Provide research on treatment options
- Arrange for the delivery of medical supplies and durable equipment
- Coach the participant to address all medical concerns
- Coordinate hospice and other services for terminally ill participants

Appointment Accompaniment

As an optional level of service, NurseVIP advocates can accompany patients on provider visits and participate in care conversations during hospitalizations.



For more information visit corpsyn.com
or call **877.426.7779**

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