

## Intellicare offers clients topnotch service and consultancy

Companies have varied criteria in assessing the performance of their HMO, the most common being efficiency of service.

Were there no glitches in the processing of an employee's hospitalization? Did the employee patient complain about any missteps involving the HMO? Were their employees taken to or referred to the right medical facility or professionals?

However, leading local HMO IntelliCare says outstanding service should include things beyond the basics and that companies should realize the necessity to ask for more without necessarily asking too much.

Always one step ahead, IntelliCare reaches out to its clientele base according to the highest levels of professionalism and delivery of care with humanity and compassion.

For years, IntelliCare has nurtured partnerships with big-name clients, who enjoy the added value of consultancy offered to them. This kind of relationship allows both parties to determine the ideal solutions to their unique problems.

Unlike the typical scenario where a relationship between a company and an HMO starts and ends with the signing of a contract, Intellicare believes that the relationship between an HMO and a com-



**Ideal solutions to unique problems is what consultancy from an HMO brings about.**

pany should be a partnership where they continue to grow with each other, with the health plan beneficiaries or cardholders uppermost in mind.

Among other concerns, the consultancy process helps clients determine what plan package might be offered to its employees. This is only possible when the HMO-company relationship has been in existence long enough for both to determine the condition of cardholders.

If the company really values the welfare of its employees, then they could ask the HMO help in determining the best health plan. The HMO, of course, should have the database or the health record of its cardholders.

A simple run of this list should lead

the HMO and the company to certain courses of action.

Consultancy allows this kind of scenario: If a certain health condition is found dominant among a group of members, the HMO and the employer may decide to institute a preventive program to drastically reduce the incidence. Such preventive programs may include: vaccination, seminars, lifestyle changes, etc.

For example, call center employees account for a significant number of stress-related health issues in certain hospitals. It's not surprising since they operate at odd hours. Given this kind of situation, the HMO should be challenged by the company to come up with the best plan on top of a wide health coverage.

Either that or the HMO, with its roster of medical experts as consultants, can suggest tweaking a few of the work routines in the office, keeping in mind that the objective is to lessen stress levels in the company.

As renewal time comes companies must consider the HMO's ability to respond to their needs on a pro-active basis.