



UTILIZATION MANAGEMENT

AultCare's Utilization Management Department consists of registered and licensed practical nurses who are equipped with the skill set and knowledge to assist you with your transition to your new health plan. Additionally, our department has access to AultCare's Medical Director who is a practicing physician. He is available daily to assist our department with any questions or advice.



TRANSITIONING TO AULTCARE

AULTCARE'S TRANSITION NURSE

Our Utilization Management Department offers a Transition Nurse who is available to assist you in obtaining the best benefits from your plan as you transition into the AultCare network.

Our Transition Nurse will help you obtain the best benefit from your plan as you transition into the AultCare network. In some cases, special situations arise that may require you to continue with your current provider. The Utilization Management Department will work with you and your provider to begin the transition period to an AultCare provider when it is most appropriate.

As you begin your transition to AultCare, it is important to notify our staff of any possible challenges you may have with your or any dependent's health care.

Should you have any questions about the Utilization Management services available to you, please do not hesitate to contact our AultCare Customer Service Department.

If you or a dependent need assistance with anything from the list below, please contact the AultCare Utilization Management Transition Nurse as soon as possible.



- Cancer
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Diabetes
- Durable Medical Equipment (Already approved or receiving)
- Heart Disease
- Home Health Services
- Mental Health Conditions
- Ongoing Care/Treatment
- Pregnancy
- Surgery (Already scheduled)
- Transplant (Organ or Bone Marrow)

AultCare Customer Service Department

Ask for the Transition Nurse
330-363-6360 / 1-800-344-8858
www.aultcare.com

