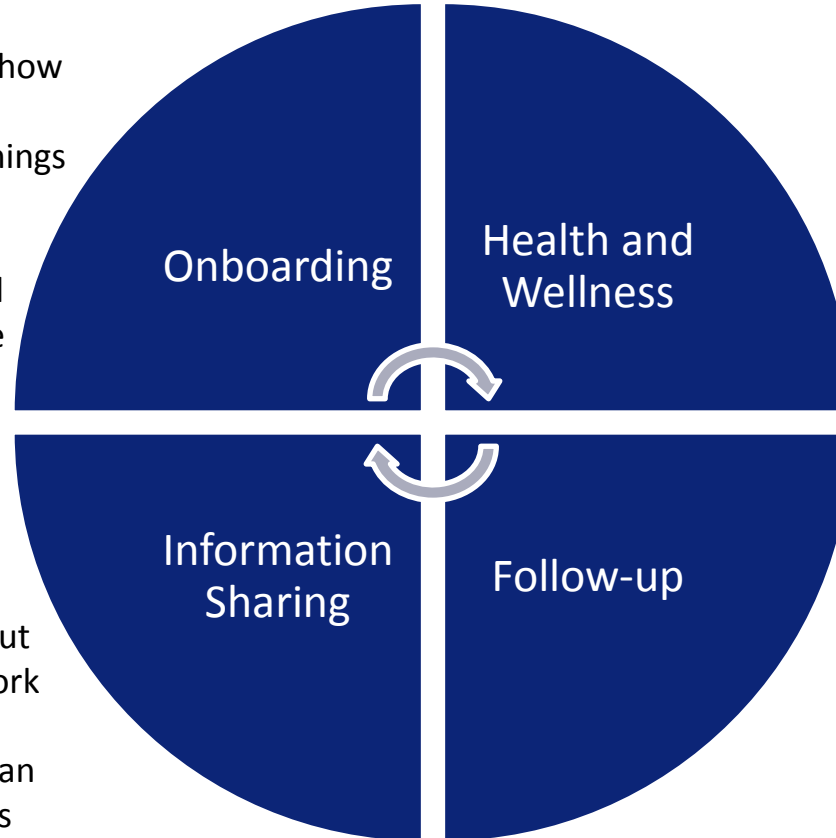


# Telephonic Member Outreach

- Welcome new members to our health plan
- Explain coverage and how to get needed care
- Perform health screenings and identify at-risk members
- Answer questions and ensure members have access to care

- Obtain new contact information
- Update members about benefits and/or network changes
- Share details about plan features and programs
- Remind members about renewing their benefits



- Facilitate selection of primary care provider and schedule appointments
  - Remind members to get preventive care, shots, etc.
  - Manage chronic conditions and enroll members in care management and/or disease management programs
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- Educate members about proper ER utilization
  - Facilitate transitions of care
  - Ensure members are filling and taking medications appropriately
  - Solicit member feedback and ensure satisfaction