

## The Military Health System Nurse Advice Line

A virtual extension of the Military Treatment Facility (MTF)



OptumServe is proud to operate the Military Health System (MHS) Nurse Advice Line (NAL), providing worldwide access to more than 9 million eligible active duty service members, their families and retirees.

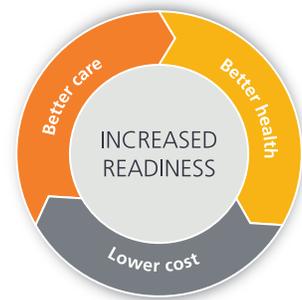
From helping military families with health care concerns to making urgent care appointments, the NAL provides full nurse triage services, health care advice, appointment scheduling and care coordination for beneficiaries. Available 24/7 via phone, web chat or video conference, the NAL extends the MHS Patient-Centered Medical Home (PCMH) model of care to beneficiaries for anytime, anywhere access. It also features a mobile-friendly, secure beneficiary portal and state-of-the-art, interactive voice response (IVR) system for rapid automated eligibility verification using Defense Enrollment Eligibility Reporting System (DEERS).

Working closely with the Defense Health Agency and our high-performing small business partners, the NAL has been customized to meet the needs of military families around the globe and leverages the Optum® Nurse Advice Line program — one of the largest and most experienced in the nation. Registered nurses (RNs) base their health care advice on their professional experience, clinical judgment and nationally approved evidence-based guidelines and standards.

### How the NAL works

Beneficiaries can contact a nurse via phone (1-800-TRICARE), web chat or video conference using a new beneficiary portal: [mhsnurseadvice.com](http://mhsnurseadvice.com). Within seconds of the automated IVR or portal validation of eligibility in DEERS, the beneficiary can communicate with a highly trained and experienced OptumServe™ RN, who can help beneficiaries with their health care needs and choosing the most appropriate level of care.

After being triaged by the RN, care coordinators can also make an urgent care appointment in an MTF or assist in locating an MTF or network urgent care or emergency room. In addition, care coordinators assist beneficiaries with customer-service issues



### OptumServe supports the Quadruple Aim

#### The Defense Health Agency's objectives in expanding and establishing a global NAL include:

- Direct patients to the most clinically appropriate level of care
- Enhance access to care, especially after hours and when beneficiaries are traveling
- Reduce unnecessary emergency department and urgent care utilization
- Capture MTF-enrolled beneficiary care back to the direct care system
- Improve the patient's continuous health care relationship with his/her MTF or civilian health care team and PCMH
- Maximize patient satisfaction

such as locating a pharmacy or lab. The beneficiary portal also allows beneficiaries to download self-care instructions and “sick slips” following the RN consultation. Beneficiaries are never put on hold. Warm transfers occur between the RN and care coordinators.

### Real-time clinical information sharing

To assist the MHS with patient continuity, OptumServe developed a secure, web-based data repository called the Nurse Advice Line Management System (NALMS), which provides MHS clinicians with near real-time access to the NAL encounter data. This includes audio recordings of the call and clinical notes from the nurse. This visibility allows primary care managers (PCMs) and PCMH RNs to determine the care delivered and any follow-up care needed for their patients.

There are also specific MTF instructions in the NALMS database to ensure clinical coordination staff are aware of each MTF’s unique operations, appointing, closures, reduced staffing and other relevant information.

### Interoperability with existing and future MHS applications and systems

Designed with an eye to future MHS GENESIS Patient Portal system integration, the NAL provides interoperability with existing government systems, including DEERS for automated eligibility verification, and Center for Health Care Strategies (CHCS) and MHS GENESIS for making urgent care appointments and referrals for active-duty Service Members.

### What’s next: Optum virtual PCM on-call visits

OptumServe can offer an integrated PCM on-call solution that provides a virtual visit with a physician after the beneficiary has been triaged by the nurse and qualifies for a virtual visit. The Optum PCM on-call visit can occur by phone or video from a computer, smartphone or tablet. If needed, the physician can order a prescription at an MTF or network pharmacy. The physician’s clinical notes are uploaded to NALMS within minutes and the care coordinator arranges any needed follow-up care.

#### About OptumServe

OptumServe is part of Optum and the UnitedHealth Group® family of companies. We provide health services and proven expertise to help federal agencies tackle some of the biggest challenges in health care. We partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to modernize the U.S. health system and improve the health and well-being of the people they serve.

Optum is one of the largest commercial providers of nurse advice line services in the nation and has provided nurse advice line telehealth services since 1990. We currently serve more than 40 million beneficiaries.



#### Benefits for MHS beneficiaries

- The process is designed to maintain a 30-second response time, so that beneficiaries can quickly reach a nurse directly for advice, or a care coordinator for customer service.
- After talking to a nurse, a care coordinator can make an appointment with their Patient-Centered Medical Home (PCMH) in the MTF and, if not available, assist them in finding a network urgent care center or ER.
- In near real time, the beneficiary’s MTF PCMH can review the encounter notes and audio recording, and the patient can review the advice on the patient portal.

To learn more about the MHS Nurse Advice Line, visit [tricare.mil/nal](https://tricare.mil/nal)

To learn more about OptumServe, visit [optumserve.com](https://optumserve.com)



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