

The Military Health System Nurse Advice Line

A virtual extension of the Military Treatment Facility (MTF)



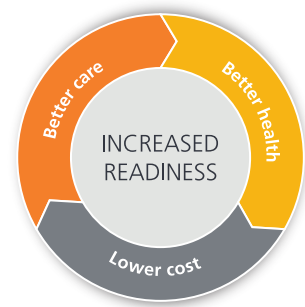
OptumServe is proud to operate the Military Health System (MHS) Nurse Advice Line (NAL), providing access to more than 9 million eligible active duty service members, their families and retirees.

From helping military families with health care concerns to making acute 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 beneficiary portal: mhsnurseadvice.com. After beneficiaries are triaged by the RN, care coordinators can make acute care appointments in an MTF or assist in locating an MTF, network urgent care or emergency room.



OptumServe supports the Quadruple Aim

The Defense Health Agency's objectives in expanding and establishing the 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
- Maximize patient satisfaction

In addition, care coordinators assist beneficiaries with customer-service issues such as locating a pharmacy or lab. After the RN consultation, beneficiaries may access a secure summary of health care advice, self-care instructions or “sick slips” if medically necessary on the patient portal.

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 PCMH teams 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. The Composite Health Care System (CHCS) and MHS GENESIS are leveraged for making urgent care appointments and referrals for active-duty Service Members, though separate logins, the systems are integrated on the back end for data sharing.



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 MTF urgent care clinic (UCC)/emergency department (ED), or network UCC/ED.
- 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.

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.

To learn more about the MHS Nurse Advice Line:

Visit: tricare.mil/nal

Connect with OptumServe at optumserve.com/contact



11000 Optum Circle, Eden Prairie, MN 55344

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