

The Nurse Advice Line Program:

Assisting Colorado Medicaid clients with their urgent health care questions

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Nurse Advice Line Discussion

- Program overview
- Data
- Modernization efforts
- Q & A

CO Medicaid Nurse Advice Line

The Colorado Medicaid Nurse Advice Line (NAL) provides fee for service Medicaid members around-the-clock access to medical information and advice by calling 800-283-3221.

- Client's do not need to verify their Medicaid ID to receive NAL services.
- NAL is available free of charge, 24 hours a day, 7 days a week, 365 days a year.

Nurse Advice Line cont.

- Subcontracted to Denver Health
- Staffed by registered nurses and physicians 24/7
- Clients receive real-time triage

Nurse Advice Line cont.

Registered Nurses will answer Client's medical questions for conditions and give advice on the type of service needed.

Type of services may include:

- Self-Care,
- Primary Care,
- Urgent Care,
- or Emergent Care (Emergency Room or 911 services).



Nurse Advice Line cont.

NAL cannot assist clients with the following:

- Medicaid benefits or eligibility
- Appointments
- Physician referrals
- Transportation
- Medication refills



Nurse Advice Line Data

NAL data is compiled into monthly, quarterly, and annual reports.

Trackable data includes:

- Performance statistics
- Call disposition
- Reason for call/primary symptoms
- Client demographics
- RCCO affiliation
- Referrals
- Trends



Nurse Advice Line Modernization

Efforts include:

- Daily data feeds
- Program referrals
- Return On Investment (ROI) analysis
- Medicaid ID confirmation
- Collaboration with the BHO's
- Increased outreach and advertising efforts



Nurse Advice Line



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