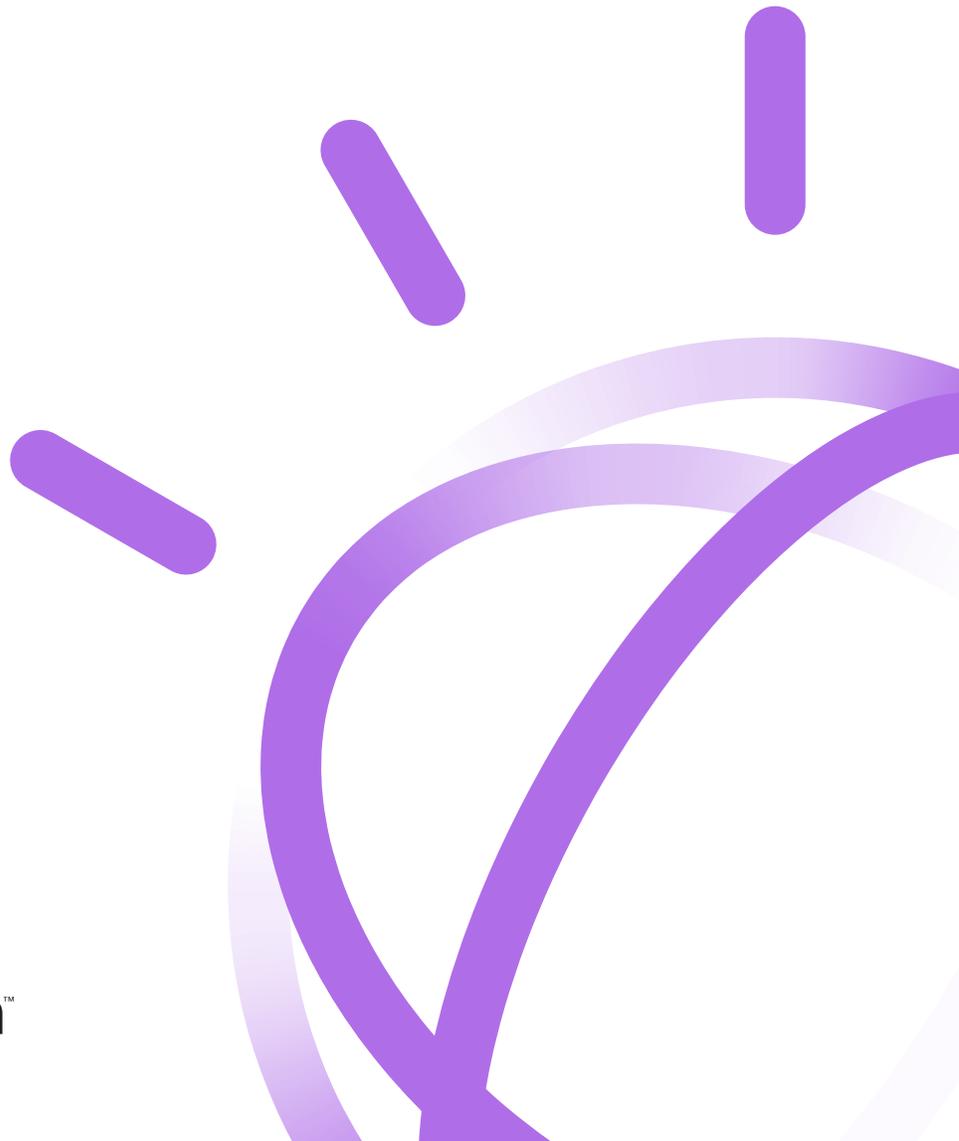




Services Navigator

Direct employees to cost-effective, in-network care



Potential benefits

- Stop the flow of dollars to your competitors
- Reduce out-of-pocket costs for your employees
- Improve customer service with faster case resolution
- Educate and empower your employees to make healthcare decisions
- Close cases in a day or two instead of weeks

Features

- User-friendly, easy-to-navigate online tool
- Large database with a variety of service providers
- Ability to narrow search by specialty and department
- Physician lists with admitting privileges
- Pinpoint procedure search by CPT/HCPC code or keyword
- Geographic search by city, state, ZIP or mileage
- Current, regularly updated providers and services data

Truven Health Analytics® was acquired by IBM in 2016 to help form a new business, Watson Health™. Watson Health aspires to improve lives and give hope by delivering innovation to address the world's most pressing health challenges through data and cognitive insights.

Help employees stay in network

In an average health system, if employees go to providers outside of their health system, it could translate to money lost by the organization and affiliated providers, as well as higher-than-necessary co-pay and deductible costs for your employees.

Truven Health Services Navigator is a resource to help reduce network leakage by providing an accurate source of information about in-network providers and the services available to referring physicians and employees.

Direct employees to cost-effective, in-network care

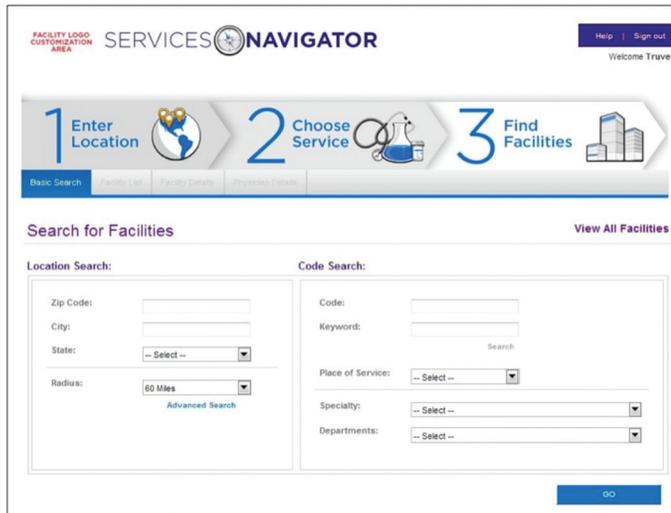
Services Navigator is an easy-to-use, online tool that helps agents direct employees to cost-effective providers within your system. It provides a robust source of in-network options, including which facilities and providers offer which services and procedures. When an employee or family member contacts your call center, staff are enabled to quickly search the provider database by location, keyword or procedure code to advise the employee of their in-network options.

Often, call center agents' data for in-network service providers can be fragmented. Even when employees ask if particular services are available, reliable resources may not be available to help educate them. Many existing sources lack detail and are out of date. But Services Navigator is continually updated based on provider and billing system data to provide the most current information on services and providers.

By providing up-to-date, comprehensive provider information—including hospitals, physician offices, ambulatory surgery centers, imaging centers and others—your employees can be directed to in-network services. That could potentially mean higher profits for you and your physicians and greater satisfaction and lower costs for your employees.

Proven results

Services Navigator was jointly developed in partnership with a large health system that asked us to investigate why employees were going out of network and to help them develop a plan to improve steerage. Using the tool, the health system and its associated third-party administrators were able to educate employees about in-network options on a nearly real-time basis.



Your call center staff are enabled to search a provider database by location, keyword or procedure code.

Get connected

To learn more about Services Navigator, visit truvenhealth.com or email us at payersolutions@truvenhealth.com

About Truven Health Analytics, part of the IBM Watson Health business

Truven Health Analytics®, part of the IBM Watson Health™ business, provides market-leading performance improvement solutions built on data integrity, advanced analytics and domain expertise. For more than 40 years, our insights and solutions have been providing hospitals and clinicians, employers and health plans, state and federal government agencies, life sciences companies and policymakers, the facts they need to make confident decisions that directly affect the health and well-being of people and organizations in the US and around the world. The company was acquired by IBM in 2016 to help form a new business, Watson Health. Watson Health aspires to improve lives and give hope by delivering innovation to address the world's most pressing health challenges through data and cognitive insights.

Truven Health Analytics owns some of the most trusted brands in healthcare, such as MarketScan®, 100 Top Hospitals®, Advantage Suite®, Micromedex®, Simpler® and ActionOI®. Truven Health has its principal offices in Ann Arbor, MI, Chicago, IL and Denver, CO.

For more information, please visit truvenhealth.com

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Truven Health Analytics, part of the IBM Watson Health™ business
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As of the latest publication date, the healthcare information presented here is accurate.

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