



WEBTPA CLINICAL SERVICES

In 2024, all clinical services will now be managed by WebTPA!



Utilization Management

- Utilization Management is an authorization review process that determines if a service is medically necessary and if the level of care being requested is appropriate.
- Utilization Management is used as one of several indicators to identify members who may need to be engaged in other areas of care management: complex case management or care coordination.



Complex Case Management

- Complex Case Management is care management for new complex disease processes, ongoing complex care needs, and extended hospital stays or frequent admissions to the hospital or ER.
- Examples include cancer management, transplants, high-risk pregnancy, NICU stay, and traumatic accident / injury.



Care Coordination

- We can support you through care management for chronic conditions, post-discharge follow-ups, behavioral health support, LSU First bariatric program, Comprehensive Care Clinic referrals, and medication management support.

WebTPA is here to help! For more information regarding clinical services, call **855.346.LSU1**.



WebTPA Care Coordination 2024

What we do for members.

We provide members with personalized care coordination and navigation assistance to help eliminate barriers to health and wellbeing. Our care coordination team members work directly with members and their primary care providers (PCPs) to identify, understand, and take control of health risks and chronic diseases so that members have the best health outcomes possible.



Care decision support

Helping members decide where and when to seek medical care



Quality and prevention

Helping members use preventive measures to maintain a healthy lifestyle



Chronic disease support

Helping members with chronic disease maintain a healthy lifestyle



Unique program benefits

Helping qualified members understand and access the Bariatric and Comprehensive Care Clinic programs.



Medication support

Helping members understand their medications and take them correctly



Transition of care

Helping members come home from a hospital or care facility



Behavioral Health

- Supporting members with chronic medical problems, intellectual disabilities, behavioral health issues, and substance abuse disorders in-between visits with your primary provider.
- Comprehensive care planning, care coordination and support ensures a continuous relationship between the you, your primary provider, and the care team.



Provider Selection Assistance

- Helping you locate the right doctor or facility based on your needs.
- Screening for in network/out of network status, if new patients are being accepted, if providers are close to home, office, or school, and if the provider is open during the hours that work for you.
- Helping you make the appointment and following up to ensure satisfaction.



Wellness Incentive

- Employees and spouses who are eligible for and participate in care coordination can earn a \$25 (employee only) or \$35 (employee + spouse) monthly premium credit.