

Calling the Medical Nurse Help Desk

The first questions the nurse will ask is your name, where you are located and a phone number. This assists in the event the call is disconnected or if they need to immediately dispatch emergency personnel to your location.

Next, the nurse will ask how you are feeling. Following a physician-created medical assessment program on their computer, the nurse will continue to ask questions based on your symptoms.

Then, the nurse will provide you with an assessment of your situation which may include:

- Self-help comfort measures
- Referral to a network physician or urgent care center
- Referral to a network hospital emergency room



Call Us First

CustomerCARE Center

The CustomerCARE Specialists are available from
8:00 a.m. to 6:00 p.m. EST

Toll Free Number
1-866-807-6193

Actual Calls to the Medical Nurse Help Desk

1. A grandfather is visiting his children in Columbus, Ohio where the family cat bites him on the hand. At 2:00 a.m. he awakens with a severely swollen and painful hand. He calls the **nurse who directs him to nearby care that will see him immediately**, and also instructs him on what to expect when he arrives.
2. A Michigan couple is driving to Pensacola, Florida for the winter when the wife develops a severe rash and skin ulcers. When consulted, the **nurse makes arrangements for an appointment with a dermatologist specializing in skin ulcers** immediately upon arrival in Pensacola.
3. A businessman in Brussels becomes unconscious on the train, recovers and returns to his hotel room. The nurse's assessment is Asian flu and severe dehydration. The **nurse suggests an immediate appointment with a physician**, either in his hotel room or at the physician's office. A referral is made and the businessman visits the physician, who diagnoses him with Asian flu and attends to the patient.



GlobalCare Inc. Terms & Conditions

GlobalCare is an information services referral company. GlobalCare is not an insurer and is not responsible for the actual expense incurred as a result of medical care, including doctor's fees, hospital fees, laboratory fees or medications.

Although medical care services are generally available worldwide, specific medical specialties may not readily be accessible. This may be due to the type of specialized care required, the time of the requirement or the locale.

GlobalCare does not:

- Pay expenses for medical care.
- Practice medicine nor diagnose medical conditions. However, GlobalCare does perform telephone triage to assess the nature of a medical condition and direct you to medical care that is appropriate.
- Recommend a specific physician nor represent the quality of medical care you will receive. However, GlobalCare does carefully screen international physicians that they refer to you.
- Provide direct control or direction over medical providers' practices.



GlobalCare Inc.
the world's healthcare network

6875 Shiloh Road East
Alpharetta, Georgia 30005-8372
(800) 475-0624



Medical Nurse Help Desk

Introducing A New Medical
Benefit From

McLAREN
HEALTH PLAN
A McLAREN HEALTH SERVICE



Now there is always
someone you can trust
whenever you become
sick or injured

A Registered Nurse
is just a phone call away

Medical Nurse



GlobalCare's Medical Nurse Help Desk is available to you and your family for after hours service

every day of the week.

A Registered Nurse will answer your call and work with you to understand your medical situation. The nurse will then suggest a course of action, which may include self-comfort measures and/or a referral for medical care.

If you need to seek medical care, the GlobalCare nurse may refer you into the GlobalCare Network.

By calling the Medical Nurse Help Desk for assistance, you will receive personalized attention and be directed to the most appropriate level of care.

CALL US FIRST!
(800) 475-0624

Worldwide Access to Medical Professionals

GlobalCare is available for after hours care whenever you have a medical illness or are injured. A Registered Nurse is prepared to assist you with specific medical requests. The nurse will work with you to determine the nature, severity, and urgency of your situation. This process is called "medical triage and assessment". The nurse has access to multiple resources to assist you.

GlobalCare Travel Network Referrals

If you need medical attention, the nurse can access the GlobalCare Travel Network with approximately 650,000 physician and specialist locations and 5,000 hospitals, in all 50 states.

GlobalCare International Provider Network

When traveling internationally, the nurses at the Medical Nurse Help Desk have access to GlobalCare's screened and credentialed proprietary network of English speaking, Western trained physicians, available in 196+ countries around the world

Air Medical Evacuation

GlobalCare may assist and manage air evacuation to the closest appropriate facility and/or return you to the U.S. when medically necessary. Any direct costs will be administered and paid according to your medical insurance plan's guidelines.

Language Interpretation

GlobalCare can provide language interpretation, by telephone, in over 140 languages and dialects while in a medical situation. If you are unsure of the language, they can help you identify the language and then assist with your medical care decisions.



How to Use

Medical Nurse Help Desk

Call GlobalCare toll free: **(866) 807-6193** to directly access the Medical Nurse Help Desk or a CustomerCARE Specialist to assist with your medical situation.





To connect with Medical Nurse Help Desk:

- Press number "1" at the voice prompt

To connect with a CustomerCARE Specialist:

- Press number "7" at the voice prompt

If you are referred by the Medical Nurse Help Desk to a physician or medical facility, please **present your Medical Benefit Insurance Card** at the time of service.

		24-Hour Toll-free Phone 1-888-327-0671 OR To speak with a Registered Nurse, call the Member <i>After-Hour</i> Clinical Line at 1-888-807-6193														
Contract Number 3456789	Group 10000	Plan AB12														
Subscriber Name John Doe	<table border="1"> <thead> <tr> <th colspan="2">Co-pays/Deductibles</th> </tr> </thead> <tbody> <tr> <td>Office</td> <td>\$ 10</td> </tr> <tr> <td>Emergency Room</td> <td>\$ 50</td> </tr> <tr> <td>Urgent Care Co-pay</td> <td>\$ 25</td> </tr> <tr> <td>Coinsurance</td> <td>90%</td> </tr> <tr> <td>Deductible</td> <td>\$100/\$250</td> </tr> <tr> <td>Rx Co-pay</td> <td>\$5/\$20/\$50</td> </tr> </tbody> </table>		Co-pays/Deductibles		Office	\$ 10	Emergency Room	\$ 50	Urgent Care Co-pay	\$ 25	Coinsurance	90%	Deductible	\$100/\$250	Rx Co-pay	\$5/\$20/\$50
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Members Covered 01 John 04 Jennifer 02 Jane 05 Jerry 03 Tim																
<p align="center">Notice to Members and Providers</p> <p>All covered services must be obtained from your Primary Care Physician (PCP). If this is not possible, your PCP must complete a Referral Form. If the Referral is approved, MHP issues an authorization number. Please call (888) 327-0671 for authorization numbers, benefit information, billing instructions or for any other information.</p>																
<p>4-D Pharmacy Management Member Services (877) 647-4026 Pharmacies Only (800) 522-7487 or (888) DRUGS 4D</p>	<p>Emergency Care and Hospital Services Emergency hospital admissions must be reported within 24 hours and require concurrent review. All other hospital admissions require Pre Authorization and concurrent review. Failure to follow these requirements may reduce or negate benefits. Call (888) 327-0671 to seek authorization for any hospital services.</p>															
<p align="center">Send all Claims to: McLaren Health Plan PO Box 1511 Flint, MI 48501-1511</p>	<p>For assistance in locating a facility for emergency care when traveling outside the MHP service area call GLOBALCARE at (866) 807-6193 or (770) 667-0247.</p>															
<p>For the Member <i>after-hour</i> clinical line, call 1-888-807-6193</p>		<p>The Emerald Health Network, Inc.</p> 														
Secondary MI Network	OH	Outside of MI and OH														