



Pre-Admission and Post-Discharge Counseling

The Meritain Health® Pre-Admission and Post-Discharge Counseling Programs provide education to members admitted for inpatient procedures. This means we're able to expand the reach of medical management to assist members who are hospitalized but not already enrolled in case management.

Pre-admission counseling

In the Pre-Admission Counseling Program, case managers make coaching calls to you when you're scheduled to receive inpatient, elective surgery. During the call, case managers will educate you on proper preparation for your hospital admission and recovery process. They'll discuss medications, review signs and symptoms of infection, and send additional educational material. Please note: Meritain Health Medical Management must be contacted three days in advance to ensure maximum effectiveness of this program.

Next steps for pre-admission counseling

Members who have an inpatient, elective surgery and are not already enrolled in case management or maternity management are eligible. A registered nurse case manager from Meritain Health will:

- Make up to two call attempts to reach you.
- Provide you with education on proper preparation for the hospital admission and the recovery process, including how to prevent infections.
- Review your health history, including any medications.
- Assess your needs for additional educational materials related to the diagnosis or treatment plan.
- Refer you to community agencies, the Employee Assistance Program (EAP) or other services.

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Post-discharge counseling

Post-discharge counseling is provided to members discharged from the hospital to the home setting. Case managers make timely calls to you to check your health status, and assess your pain or discomfort levels. They'll identify any complications or additional needs. They'll also discuss when you'll need to contact your physicians or seek medical attention.

Program highlights

- Timely education provided to members who experience an inpatient admission
- Quick identification of complications to address readmission rates
- Additional identification sources for members appropriate for case management

When both these services are combined, you'll work with the same case manager, to help reduce readmission rates.

Questions?

If you have any questions, we can help. Just call the number on the back of your ID card.



Simple. Transparent. Versatile.

At Meritain Health®, we're creating unrivaled connections.

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