

# Working towards better outcomes together

At MetLife we are always putting your employees at the heart of everything we do.

Our case management approach ensures unique cases receive personalized attention, ensuring your employees get the highest quality care with the best insured outcome.



## What makes us different?

We are committed to understanding your employee's healthcare needs, so we can ensure they receive the best care.



Based on your employees' medical history, our data analytics enable us to create personalized solutions to help them achieve a sustainable lifestyle in the long term.



Working together with your employees to develop the best treatment plan. Keeping them updated on the progress of their case through home visits, calls and emails.



We use data analytics to focus on understanding your employees' needs and make these a priority when offering our recommendations.



We help you control your group policy by efficiently managing claims in order to maintain premium levels and avoid unexpected costs - without compromising the quality of care.



*I would like to express appreciation to the doctors at MetLife, for their significant assistance at a very critical point in my life. The MetLife doctors were instrumental in ensuring that the approvals were provided on a proactive basis by coordinating with the hospitals and all relevant parties.*

- MetLife Member

# Our case management process

## Step

# 1

### REFERRAL

Referrals to the Case Management team occur automatically from an intelligent, automated engine, Medical Rule Engine, that also monitors and triggers alerts based on international medical guidelines.

## Step

# 2

### WORKFLOW MANAGEMENT

Your employee's case is referred to a dedicated Case Manager for end-to-end service using a workflow tool to manage all of the details of each case.

## Step

# 3

### ANALYTICS

We track all cases giving our Case Management team instant access to records enabling them to provide a human touch. We support and visit the patient without interfering with the treatment plan.

## We put your employees first



### 1. Commitment for optimal treatment

Our Case Management team will intervene immediately upon notification from our medical rule engine, in order to assist your employees and ensure an optimal treatment plan that's tailored to their case and needs.



### 2. Efficient field case management

Our medical experts' commitment to face-to-face and personalized communication will ease the burden on your employees, ensuring transparent and collaborative discussions with their physician.



### 3. Ongoing communication and updates

We keep your employees informed at all key stages of the treatment process. Our doctors are available to address questions and concerns, with direct phone numbers and emails available once the case is in progress.



### 4. Expert recommendations

Our doctors offer expert recommendations and help your employees understand the advantages and disadvantages across each treatment option, so they can make an informed and confident decision.



### 5. Outcome management

We help your employees set personal treatment goals and carefully monitor both provider performance and the outcome of the treatment, at every stage of the process, to ensure they get the best quality of care based on their needs.



### 6. Re-location for treatment

When it is best for your employee, we can offer relocation to a state-of-the-art facility (including your employee's home country) to ensure quality of healthcare and efficient claims utilization.\*



### 7. Second medical opinion

When in doubt or upon our doctors' recommendation, our Case Management team can assist your employees to get a second medical opinion.



### 8. Home nursing and rehabilitation

Our goal is to ensure your employees receive effective treatment and have a smooth recovery. To support recovery, we can arrange home nursing and rehabilitation services, if needed and covered by the policy.

\* As per policy terms and conditions

# We care about your employees

Our expert teams are committed to finding solutions that put our your employees first. Here are a couple of our success stories.

## John

John was involved in a serious car accident in Thailand that required an emergency admission to hospital. The hospital found only a MetLife insurance card in his pocket. Fortunately, the hospital contacted MetLife and our Case Management team intervened to identify the member, update his family and employer and set up direct billing, for his care.

The team continued to monitor and provide support and assistance until John was discharged two months later.

This intervention prevented delayed treatment for John and we made sure that he was able to be treated on location for quicker intervention and better recovery. Without the customized direct billing set up, John's medical expenses would have quickly quadrupled during his treatment and stay.



## Ali

Ali's daughter was born prematurely. Since birth, she had undergone multiple complex surgeries and needed to remain in hospital for around-the-clock medical care.

The MetLife Case Management team worked together with the treating physician to arrange home care for the little girl, setting up a fully equipped medical team at the house.

This provided treatment that the baby needed, whilst enabling her to return home to recover and her parents to return to work and home and home for their other children. This home care set up saved the family in lost wages and additional childcare.

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For more information, contact us at [800-638-5433](tel:800-638-5433)

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