

Weekly Wellness

FROM THE MCUL Group Benefits Trust



MCUL Trust Tips

Last week we discussed why it is so important to pre-certify medical services and supplies before you receive certain services or are admitted to a hospital. The Trust partners with Medical Rehabilitation Consultants (MRC) to offer pre-certification and case management to our members. This week's Trust Tip focuses on the important services MRC provides.

MRC has been in business since 1987. Their motto "is meeting members during difficult healthcare needs, adding value, and improving care." MRC does just that for our members in two different ways:

1. Completing Pre-Certifications for certain types of hospitalizations, procedures, surgeries, and supplies. We talked all about pre-certification in [last week's Trust Tip](#).
2. Providing Medical Case Management for members who need help in getting the best care while dealing with an on-going health challenge. We'll go into more detail on this program below.

MRC Case Management

MRC's Case Management Program connects our members up with a Registered Nurse (RN) to advocate on their behalf. The nurse advocate contacts the member, member's family, care providers, and the member's medical team to help develop an appropriate plan of care while a member is dealing with an on-going medical challenge. The nurse advocate provides the following services at no out of pocket costs to the member:

- personal support to the patient
- a comprehensive assessment of medical needs
- health care coordination between providers
- information about treatment options
- assistance in obtaining necessary equipment and other services

You can [learn more about the case management program](#) that MRC offers to our members who have an ongoing health condition or have experienced an illness or injury.

MRC makes a Difference

The proof is in the results. Two Trust members authorized sharing the following testimonials about their MRC experience.

- **Overall satisfaction rating: 5 of 5.** "My nurse consultant was Sondra E. She took excellent care of me over the 10 months we were together. At first, I didn't understand the service that MRC was going to provide for me but now looking back, it would have been difficult to get through it all without her. She was always there through it all. Checking in on me and providing additional information on my health condition. Helping sort out all my medical procedures, tests, and authorizations, all in the background without my intervention. This made it so much easier and less stressful on me. I could then focus on healing up and getting back to my normal life. I went through a lot over the last 10 months but life is back on track again. It would have been a lot harder on me without Sondra's help. I sing her praises anytime I can. Thank you so much Sondra for all that you did for me. I'll miss you but I understand we had to eventually part ways. Whoever your next patient is, they will be lucky to have you. Thanks again! :)"
- **Overall satisfaction rating: 5 of 5.** "This is the first time I have experienced anything like this. :) It was confusing at first but then very helpful. And JoAnn was so very kind! She cured my mind and heart. Thank you."

HOW DO I ACCESS MRC'S PRE-CERTIFICATION AND CASE MANAGEMENT SERVICES?

Follow these steps:

1. Maintain your plan eligibility. You are required to work a specific number of hours each week to stay eligible. Since each credit union sets their own policy, reach out to your HR team if you have questions.
2. Contact [Medical Rehabilitation Consultants](#) before receiving services and prior to a hospital admission to pre-certify. You can also call them at **800-827-5058**. If you experience an emergency, contact MRC as soon as possible following the admission.
3. Contact [Medical Rehabilitation Consultants](#) if you are currently managing a health crisis and want professional advocacy and guidance. You can also call them at **800-827-5058**.
4. Last but not least, a MRC RN may contact you directly via phone or email. If you miss their call or email, reach out to them. They can help.

That's your MCUL Trust Tip for the week, look for some wellness guidance in next week's Trust Tip.



This publication from Montana's Credit Unions and the Montana Credit Union League Group Benefits Trust is part of the wellness program we provide to Montana credit union professionals and their family members. For more information on the Trust, call us or visit our website.

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