

CoreSource Healthcare Management is a program that monitors a proposed inpatient hospital stay to help assure that any treatment is medically necessary and appropriate.

Why It's Required

Healthcare costs are rising dramatically. Your employer wants to make sure that you and your covered dependents continue to receive quality care while ensuring that treatment on an inpatient basis is performed only when absolutely necessary and only for the time needed.

The Pre-Admission Review Process

You or your dependents are required to show your Group Identification card to the attending doctor or his staff so they know any admission is subject to pre-admission review. Then, you should call the toll-free number on your ID card 15 calendar days prior to any scheduled inpatient stay (48 hours or the next business day following an emergency admission) and give the requested information to the Healthcare Management nurse. This includes admissions to hospitals and, if covered under your plan, skilled nursing facilities, facilities for psychiatric care and substance abuse (alcohol or drug) treatment, hospice programs and home healthcare agencies.

Building Cultures of Health

Embracing health as an integral part of a corporate culture leads to healthier employees and fiscally fit bottom lines. That's what *Building Cultures of Health* is all about. At Trustmark, *Building Cultures of Health* is an ongoing goal and a commitment we all share. We're helping employers better manage their healthcare costs with products and services designed to help employees feel good and stay productive.

Non-Emergency Admissions

If your doctor decides you or your covered dependent needs to be admitted or recommends home health or hospice care, show him your ID card. Call the toll-free number, ask for a Healthcare Management nurse and give the following information:

- Employee's name, address, telephone number and Social Security Number
- Patient's name, sex, date of birth
- Employer's name
- Admitting doctor's name, address and telephone number
- Name, address and telephone number of the facility, or home health or hospice care agency
- Date you are being admitted or beginning the home health program or hospice care
- The condition for which you are being admitted
- Expected length of stay.

Emergency Admissions

Within two business days following the admission, the same notification as listed above is required. If you are unable to make the call, a family member or friend should make the call on your behalf. The healthcare provider is not responsible for making the call for you. Notification of your admission by the facility will not fulfill your obligation to make the call.

What If You Don't Call

The result will be higher medical costs. For more information on how your specific benefit costs would be affected, contact CoreSource.