



## FOR IMMEDIATE RELEASE

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## Carenet Awarded URAC Health Call Center Accreditation

*San Antonio Managed Care Firm Recognized for its Commitment to Quality Healthcare*

**July 13, 2010 (San Antonio, TX)** - [Carenet](#) announced today that it has been awarded the 2010 Health Call Center Standards Accreditation from [URAC](#), a Washington, DC-based health care accrediting organization that establishes quality standards for the healthcare industry.

URAC Health Call Center standards apply to organizations providing triage and health information services to the public when conducted by telephone, via the web or other electronic means. The standards assure that registered nurses, physicians or other validly licensed individuals perform the clinical aspects of triage and other health information services in a manner that is timely, confidential, and includes medically appropriate care and treatment advice.

Since 1988, Carenet has established itself as an industry leader in healthcare support services by delivering dynamic healthcare solutions and exemplary customer care. "I applaud our committed team for their efforts to ensure we deliver great 24/7 service to our clients," said [John Erwin, Carenet President](#). "Going through the URAC accreditation has allowed us to take a closer look at our processes and address areas of opportunity. We are extremely proud of the recognition URAC has given our firm."

"Carenet should be commended for meeting strict healthcare quality standards," said [Alan P. Spielman](#), URAC president and CEO. "It is critically important for healthcare organizations to make a commitment to quality and accountability. URAC accreditation is a demonstration of that commitment."

### ABOUT CARENET

Carenet delivers measurable value through our cost-effective and efficient solutions, which provide *personalized* member support and medical assistance exclusively to America's leading healthcare organizations. We help our clients build and strengthen their vital relationships with

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their members/patients. Founded in 1988 and headquartered in San Antonio, Texas, Carenet supports 10 million members nationwide. [Learn more about our customized solutions at www.callcarenet.com](http://www.callcarenet.com) or call 1-800-226-6200.

#### **ABOUT URAC**

URAC, an independent, nonprofit organization, is a leader in promoting healthcare quality through accreditation and certification programs. URAC's standards keep pace with the rapid changes in the health care system, and provide a mark of distinction for healthcare organizations to demonstrate their commitment quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in setting meaningful standards for the health care industry. For more information, visit [www.urac.org](http://www.urac.org).

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