

**Media Contact:**

Mario Ochoa  
Sammis & Ochoa  
P 210.390.5546  
C 210.367.0949  
mario@sammisochoa.com



**FOR IMMEDIATE RELEASE**

**Carenet Healthcare Services Partners with Florida Health Care Plans**

*Healthcare Firm to Support FHCP Members*

- Carenet partners with Florida Health Care Plans
- Members gain access to 24/7 telephone triage services
- 30% of all calls to Carenet are resolved by at-home treatment

**December 2010 (San Antonio,)** – [Carenet Healthcare Services](#), a [solutions](#)-driven organization for [the healthcare industry](#), has partnered with Florida Health Care Plans to provide its members with a 24/7 Nurse Advice Line.

Staffed by highly skilled, registered nurses, the Carenet Clinical Support team is available 24/7 to assist members with their health concerns in both English and Spanish. Through a call center triage module, nurses have access to the most trusted clinical information in the industry, including more than 400 symptom-based triage guidelines specifically written for adult, women's, pediatric, and behavioral health topics.

In addition to providing triage care for current symptoms; the nurses can also help members better understand their diagnoses, prescribed medications and where and when to go for more help.

The following is a sampling of the services provided by this 24/7 Nurse Advice Line:

- Symptom assessment and triage
- Urgent and non-urgent care advice
- Program, physician, and facility referrals
- Drug and medication information
- Recommendations or condition explanations
- Health information

FHCP members can access Carenet's services by calling a toll-free number to speak with an Advice Line Registered Nurse. Additionally, in the very near future, members will be able to email their health-related questions to the Nurse Advice Line and receive a response via secure email within 24 hours.

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Another added benefit to the 24/7 Nurse Advice Line for FHCP members is the option to access a 24-hour Audio Health Library.

This audio library contains over 1,500 English and Spanish topics as well as current community health concerns and announcements.

"[Our team](#) is excited about the partnership with Florida Health Care Plans," said Carenet President John Erwin. "The demand for quality health care and the need for stronger [customer relationships](#) has grown tremendously, and Carenet is at the epicenter of this movement, offering clients strategic healthcare and management services in an efficient, effective, and measurable manner."

Founded in 1988, [Carenet](#) serves over 10 million members from its [URAC-accredited contact center in San Antonio, Texas](#), and has built the most experienced medical care and management team in the industry.

Carenet's current solutions include expert 24/7 [Nurse Advice Line / Triage](#), [Care Management](#), [Care Navigation](#), [Patient Advocacy](#), [Pharma Support](#), expert member services and other solutions that impact quality and deliver outstanding value for our health plan clients and their members. For more information about Carenet Healthcare Services, it's [people](#), [successes](#) or [solutions](#), visit us at [www.callcarenet.com](http://www.callcarenet.com).

**About Carenet**

*[Carenet Healthcare Services](#) 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 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 855-509-9000.*

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