

Best-in-Class Clinical Engagement Resources That Extend Your Reach and Inspire Action

Carenet Health offers the highest-quality clinical support solutions to help health plans and care providers improve patient safety, outcomes and costs, while easing the workload of internal resources.

Every day, our clients leverage our optimized infrastructure—including a virtual clinical workforce and bilingual talent—for maximum scalability and around-the-clock support.

Whether it's post-discharge follow-ups to prevent readmissions, meeting the extra clinical demands of flu season or 24/7 disease management support—when we interact with consumers, they get the personalized guidance they need, when they need it, to take the next critical health and wellness step.

96%

average patient satisfaction score

100%

of our daily interactions are monitored for compliance and trends

15
years

average clinical experience of our registered nurses



Expertise, experience and exceptional teams. That's how empowerment happens in healthcare.

How you'll benefit

- Better outcomes
- Lower readmissions
- Greater ER diversion
- Increased Star and HEDIS ratings
- Increased efficiency
- Flexible staffing
- Proactive risk management
- Increased promotion of your care management and wellness programs, such as tobacco cessation and prenatal health

Choose from a range of custom clinical support solutions

- Clinical advocacy
- Health coaching support
- Decision support/shared decision-making
- Chronic care management/disease management support
- Condition management support
- Post-discharge follow-up
- Remote patient monitoring
- Specific clinical program and population health support

Seamless integration with our Virtual Clinic and Nurse Advice Line solutions is also available.

A trusted and experienced partner for on-demand solutions

At Carenet Health, we work closely with you to turn clinical engagement challenges into opportunities. With more than 260 clinicians on staff, important third-party accreditations, and the use of Schmitt-Thompson® and Healthwise® evidence-based content, we're known for our clinical capital. That knowledge, combined with our expertise in influence and engagement outside of healthcare, is the heart of the Carenet difference.

- Three decades of experience means we can implement solutions quickly
- Tech-supported and data-driven interactions deliver heightened relevancy
- An empathy-focused hiring model and motivational conversation training provide the basis for our talented, results-driven teams
- We often serve as an engagement learning lab, implementing pilot programs and continually updating what's working and what's not for all of our clients
- Clinical support solutions are available via telephone, email and chat
- Our teams have the ability to support all ages, from newborns to geriatric populations

1 in 5 Americans supported each year

“Having toured Carenet and participated in multiple calibrations, I am consistently impressed with the culture of quality and the “wow” factor that they bring to the table for my clients’ members.”

Rex Wallace, Principal, Rex Wallace Consulting, LLC

How we deliver on our promise: Intelligent Engagement™

At Carenet Health, our proprietary engagement methodology is the “how” behind the experiences and results we deliver. The approach, called Intelligent Engagement, is made up of a collection of 22 finely tuned elements—a unique combination of quality, operational and team excellence. We apply Intelligent Engagement to everything we do, whether that’s closing gaps in care or delivering virtual care.



Let's improve clinical outcomes, costs and lives—together.

Connect with us via 800.809.7000 to discuss your support needs or email us at marketing@carenethealthcare.com. You can also visit carenethealthcare.com for more information.

MORE ABOUT US

Carenet Health is a leading provider of healthcare engagement, clinical support and health advocacy solutions and 24/7 access to telehealth care. Our engagement specialists, care coordinators and registered nurses support more than 65 million healthcare consumers on behalf of 250+ of the nation's premier health plans, providers, health systems and Fortune 500 organizations.