



Essential Insights

Cost-Efficient Care Delivery:

How Carenet's Nurse Advice Line reduces ER visits and healthcare costs through AI-powered triage and personalized care.

Tech-Driven, Compassionate Triage

How combining AI and human expertise improves care quality while maintaining empathy in patient interactions.

Proactive Member Engagement

How follow-up processes and data insights enhance member satisfaction and optimize healthcare strategies.

Case Study

Balancing Member Care and Cost Efficiency with Carenet's Nurse Advice Line



The **Big** Picture

Our client, a leading national payer, faced a dual challenge vital to the heart of healthcare delivery—ensuring high-quality, immediate care while managing rising operational and medical costs. At the center of their concerns was the overuse of emergency rooms (ERs) for non-urgent symptoms, which not only strained members during critical moments but also created significant financial burdens for the healthcare system.

Their goal was clear but complex: **design a system that effectively balances member care and cost efficiency**, ensuring members receive accurate triage while diverting unnecessary ER visits.

The Carenet Solution

Carenet Health's Nurse Advice Line delivered a dynamic solution with powerful AI-enabled tools and human expertise at its core. Through customized triage support, streamlined access to care, and follow-up initiatives, we enabled improved member experiences while reducing unnecessary expenditure.

Here's how our approach stands apart:

01. AI-Assisted Nurse Triage and Information Support

Our experienced nurses, supported by advanced decision-making tools, provide a broad range of triage services, from navigating emergency symptoms to managing routine or chronic health concerns.

02. Omnichannel Care Accessibility

Through our multi-channel integrations, members could choose how they accessed care—via phone, live chat, or email. This flexibility ensured seamless, user-friendly support tailored to individual preferences in real time.

03. Proactive Follow-Up Processes

For cases directed toward emergency care, nurses followed up with members to assess outcomes and adherence to recommendations. These touchpoints not only identified treatment gaps but also generated essential data insights used for improving future member touchpoints.

By combining technology, clinical expertise, and a focus on proactive responses, Carenet ensured that each member interaction was optimized for care quality and operational efficiency.



Results

Our partnership with this national Payer resulted in demonstrable success for both the organization and its members.

01. Financial Impact

- **\$5.3 Million in ER Cost Avoidance:** Through meticulous triage strategies and data-driven decision-making, Carenet significantly reduced the volume of non-urgent ER visits. These savings allowed the healthcare system to reinvest resources where they were most needed.

02. Member Outcomes

- Improved adherence to appropriate care recommendations, empowering members to make more informed health decisions.
- Captured meaningful behavioral data during follow-ups, illuminating why members sought care and where barriers to access existed.

03. Operational Outcomes

- **Enhanced Member Satisfaction:** Compassionate interactions and multi-platform support, particularly during urgent moments, elevated the patient experience.
- **Data-Driven Care Strategy Improvements:** Insights generated through triage services and follow-ups enabled the payer to refine healthcare delivery and minimize access obstacles.
- **Operational Optimization:** By reducing unnecessary ER visits, hospitals were better positioned to focus resources on patients with critical needs, ensuring a better allocation of operational capacity.





Why Carenet

At Carenet Health, we bridge healthcare expertise with cutting-edge technology to provide results that matter. Here's why we're trusted by the nation's top payers and providers:

- **Tech-Enabled, Human-Focused:** Advanced AI empowers faster, more accurate care decisions while ensuring interactions remain compassionate and empathetic.
- **Proven Outcomes:** Over \$5.3 million saved in ER costs for this payer alone highlights our ability to drive measurable financial benefits.
- **Collaborative Partnership:** We don't just provide services. We collaborate with our clients to co-create care solutions that align with organizational goals while prioritizing patient experiences.
- **Actionable Insights:** Our approach uncovers data trends that shape future strategies, ensuring healthcare engagement evolves intelligently.

Key Takeaway

Carenet's Nurse Advice Line demonstrates how healthcare organizations can seamlessly integrate clinical precision, strategic technology, and empathetic communication to tackle some of the industry's biggest challenges. By reducing healthcare costs while improving member outcomes and experiences, this solution stands as a prime example of how innovation meets impact.

If you're ready to redefine member care while optimizing cost efficiencies, Carenet Health is your trusted partner. Let's co-create smarter care solutions and elevate healthcare together.

[Connect with Carenet Health Today.](#)





The name of the client in this case study has been excluded at the client's request, due to company policy.

About us

For more than 20 years, Carenet Health has partnered with 500+ premier payers, providers, and healthcare technology and services enterprises to measurably improve engagement, efficiency, and meaningful business and health outcomes. Carenet combines AI-powered technology, insight-led orchestration, and experienced clinical operations to deliver high-tech, high-touch solutions. It was recently recognized as a Major Contender in Everest Group's PEAK Matrix® for Patient and Member Engagement Platforms. Learn more about how Carenet is powering the business of healthcare at carenethealth.com.

How can we help your organization?

@ marketing@carenethealth.com

📞 800.809.7000

🌐 Learn more at carenethealth.com

