



ACCREDITED
Health Utilization
Management
Expires 08/01/2019



How AIMM Helps Patients

How AIMM Registered Nurses help patients:

1. Provide emotional support to patients and families during times of illness.
2. Provide information to patients and families regarding diagnosis, treatment options, possible complications, interactions.
3. Provide information to patients and families regarding available resources.
4. Empower patient and family to be better consumers of their health care resources.
5. Ensure that diagnostic evaluation is being done appropriately (and that it is the right kind of test for the patient's individual situation).
6. Ensure that patient receives timely information about results of diagnostic evaluation.
7. Ensure that the effectiveness of treatment is being evaluated routinely and appropriately.
8. Ensure that treatment is changed quickly if it is not working.
9. Ensure that the course of treatment the patient receives is the most likely treatment to work for them (or possibly that the most likely treatment to work should not be used due to some clinical reason).
10. Help patient to overcome any barriers that may be preventing them from getting the highest-quality health care possible (access to providers with the correct expertise, mobility/transportation issues, financial resources, etc).
11. Help patient to get care in the most cost-effective means possible, thereby prolonging their coverage under their lifetime maximum.
12. Help patient navigate the insurance system and be a resource for getting information about PPO status of providers, coverage issues, plan exceptions and exclusions, etc... so that they know the financial impact they will personally encounter.
13. Advise patient and family about end-of-life options, resources, support.
14. Answer everyday, basic health information questions.

Help is simple to obtain:

Call AIMM at **866-531-6306** between the hours of 9am and 5pm Eastern Time.

Please provide the following information:

- Name and date of birth of the patient
- Name, group number, id/ssn of the policy holder
- Your phone number including area code
- Ask the nurse your question or describe your situation to the nurse. The nurse will help you by ensuring that you have all the information, education, resources, support, and assistance that is available