Oxford® Neonatal Resource Services (NRS)

Overview
Oxford’s Neonatal Resource Services (NRS) program, administered by OptumHealth (a UnitedHealth Group® company) has a dedicated team of specialized, experienced Neonatal Intensive Care Unit (NICU) nurse case managers and full-time medical directors who are well equipped to plan care for fragile neonates. Specially trained neonatal nurse case managers manage the NICU stay and provide support to families of newborns who require critical care. On-staff medical directors with a background in neonatology and pediatrics oversee NICU admissions and provide physician-to-physician consultations as appropriate.

Goal and Commitment
The goal of the NRS program is to work with patients, physicians and facilities to help improve outcomes and reduce health care costs. NRS provides on-site and telephonic case management during inpatient stays and post-discharge. The program supports physicians and hospitals by providing additional resources and staff dedicated to monitoring and caring for neonates. NRS medical directors initiate peer-to-peer discussions and consultation with attending physician(s), and program nurses interact with facility NICU staff to review cases and help ensure appropriate level of care, length of stay and discharge plan.

Member Eligibility and Identification
All infants born to parents with Oxford commercial plans, who are admitted to a NICU or a special care nursery (SCN) are eligible for this program. Potential program participants are identified several ways:

- During precertification through Medical Management
- Direct physician referral
- Daily NICU admission reports

The case manager will confirm that the infant meets the program’s medical and eligibility criteria, then obtain consent from the parent/guardian to participate in the case management portion of the program.

Clinical Services
- Neonatal clinical management guidelines are reviewed by national expert neonatology panel members.
- Specialized clinicians focus on all NICU cases:
  - Monitor care plan throughout each stage of development
  - Collaborate with physicians and other health care professionals to promote continuity of care, efficiency and best practices to improve NICU outcomes
    - Reducing variation in care
    - Routine data sharing with hospitals to identify opportunities to improve NICU outcomes
• Promote family engagement, education and decision support with education materials, condition-specific materials and discharge planning tips
• Ensure appropriate discharge through facilitation of home health care needs
• Liaison with benefit department
  - Leverage on-site review for earlier intervention
  - Frequent case review to ensure appropriate level of care
  - Face-to-face interaction with providers and NICU parents/families
• Post-discharge support for 30 days, for up to one year
  • Provide support and monitor infant’s health status to reduce readmissions

For more information about the program, please call OptumHealth at 866-534-7209, ext. 38296.