



MHN's Enhanced Member Benefits & Services

At-a-Glance Comparison Chart

(Enhanced Changes are Effective January 1, 2017.)

CURRENT		ENHANCED
Member is assisted by a Customer Service Representative.		Member receives on-the-spot information and personalized assistance from a master's-level clinical counselor 24/7/365.
Member gets <i>transferred</i> by a Customer Service Representative to a clinician if seeking immediate support to resolve a current crisis, or if calling the 'helpline' to get perspective from a counseling professional.		Member <i>receives immediate support</i> from the expert master's-level counselor when facing a crisis or if calling the 'helpline' to get perspective from a counseling professional.
Member receives a list of provider (doctor) names and numbers that they must call for service guidance.		Member is "matched" to a provider/counselor meeting their personal needs and as many of the member's preferences, as identified during the above conversation.
Member is responsible for legwork, calling providers/doctors for available acceptance of new patients and appointments (taking sometimes seven to 10 days to acquire).		MHN does all of the initial provider/appointment legwork for the member! MHN <i>finds</i> the provider match, <i>contacts</i> the member within two business days of the original call, and the provider <i>confirms</i> availability within five days from intake. The member then schedules their own appointment.
Member calls back MHN to inform what provider/doctor they selected, and to obtain MHN's authorization number for appointments.		Members no longer need to call back MHN for authorization numbers! Members can simply call the provider directly to schedule their appointments.
Follow-up by Case Manager is not provided.		A Case Manager will reach out to both provider/counselor and member after the very first office visit, to ensure that the match is appropriate, and meets the needs of both parties.