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# Fort Bend County Podcasts

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## Podcast Episode 2- Prime DX & Care Navigation

May 30, 2024

**Gina:** Welcome to this week's Benefit Podcast. I'm Gina.

**Wendy:** And I'm Wendy.

**Gina:** So what's our topic today, Wendy?

**Wendy:** Our topic is gonna be Prime DX and the care navigation program.

**Gina:** Oh, yes. So I'll start it off by saying about Prime, DX. I don't know if y'all are aware of that, but Prime DX is a sister company through Boone Chapman, and they offer things such as pre certification. So in case you are in, let's say, the ER or such and you need to be admitted into the hospital, they are the ones that you or the provider will need to call within the 24 hour span period to get certified or certification, to get into the hospital. But they also, Wendy, I don't know if you're aware, they also offer chronic disease management.

**Gina:** Do you know what that is?

**Wendy:** Yes.

**Gina:** Alright. Have you used that service?

**Wendy:** No. Thank goodness. I don't have any chronic diseases right now.

**Gina:** Good. Keep that up.

**Wendy:** Yes.

**Gina:** Yes. But in case if y'all that do not know what that is or if y'all even receive a call from Prime DX, that's usually their chronic disease management team. Maybe they notice that you have been seeing a provider for a certain time period or anything like that. They are there for help, and they are for free, free service. So let's say you have diabetes or COPD, asthma, maybe CHF, or just hypertension.

**Gina:** And we need to get those numbers lower for maybe your diabetes or maybe your blood pressure's too high. They are there to help. So they can help you when it comes to, your medications or maybe some certain eating habits or something needs to change, you need a nutritionist or whatever the case may be, they are there for help. So definitely use that service. Like I said, it is free, free for you to use it through Prime DX.



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**Gina:** And they also have care navigation.

**Wendy:** Yes. The care navigation program offers certain surgical procedures at no out of pocket cost, which is a bundle and savings for any of our members that are primary on our Boone Chapman plan a and b.

**Gina:** Yeah. Because, I mean, I know I've had surgeries and you probably have surgeries and everybody else out there have surgeries that once that surgery is over, the bills start trickling in.

**Gina:** And lo and behold, there's always that anesthesiologist bill that's, like, super high because they're never in network for any insurance, it seems like. So the bundling saving is way to go.

**Wendy:** Yes.

**Gina:** So have you had any experience with that, Wendy, with the whole care navigation?

**Wendy:** Yes.

**Wendy:** Actually, I haven't. But my husband, he needed to have surgery on his neck. He needed 2 discs replaced. We contacted, the care navigation program. He was skeptical about it. I talked him into it. We're so glad we did it. They set us up with a doctor located in Katy, set up our consultation. Heights Hospital. So everything went well. He did stay overnight just because the surgery was done later in the day. He came home the next morning. We went for our follow-up visits. Everybody was great. The doctor was awesome. His staff were great. They called, checked on him. So it was a great experience. They also have, different locations.

**Gina:** Oh, yeah. They do, I know for a fact that they have the Oklahoma, Cy Fair and they have one in Austin that I know because of my child. So he had to have wisdom teeth taken out. And when I called Care Navigation, they said the only doctor that can do that would be in Austin. So we traveled to Austin that summer and he got his wisdom teeth because they were really bad.

**Gina:** And when I say bad they were really bad. They were coming in sideways and very impacted and very painful. So luckily we had good doctors out of Austin. We came back that same day. They were very receptive to our questions before the surgery. Granted, he came out looking like a chipmunk, but that's normal.

**\*\*laughing\*\***

**Gina:** So, yeah, they were really good. They checked on him that same night, the next day, called him medication. So, yeah, it was it was a great service and it was for free.

**Wendy:** Yes. And if you have to travel and stay overnight, make sure you keep your receipts, for gas, food, and a hotel for you and a second person because Boone Chapman will reimburse you.

**Gina:** Yes. That is such a good service.



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**Wendy:** So, yeah, make sure you can utilize that information as well.

**Wendy:** So if you have to have a surgery or a procedure like a colonoscopy, contact care navigation and see if it's covered and see what locations it'll be covered at.

**Gina:** Oh, and don't forget, they also have, US Imaging available. So do you know what that is?

**Wendy:** Yes. We used US Imaging because my husband had to have an MRI done before his surgery. And yeah, we had an experience. He's claustrophobic. It took us, the 3rd try. They scheduled us each time. They scheduled him to go get an MRI done. He couldn't do it. Contacted him. They said, don't worry. We'll find you a place. Sent him to another one. Couldn't do that one.

**Wendy:** Finally, the third one was an open MRI, which is perfect. And each visit, you know, they worked with us great.

**Gina:** Great!

**Wendy:** And there was no cost even if he, you know, couldn't do it.

**Gina:** You know, Wendy, it's funny you just say that about claustrophobia. Oh, I didn't realize I too am claustrophobic. I did not realize that until recently because I too had to have an MRI. Unfortunately, I could not have the open MRI. I still had to have a closed MRI. So I totally understand your husband's fear of the whole claustrophobic thing because that is a thing.

**Gina:** That is a thing! So luckily US Imaging was able to get me on a wide bore. I don't know exactly what that is, but I said, okay. So they were able to find a location here in Sugar Land. So that whole experience was fantastic because of the whole claustrophobic thing. I didn't realize how bad that I had that. But, yeah, they were so great and so friendly. So, yeah, I always would say, yeah, 10 out of 10 on that one.

**Wendy:** Oh definitely. We'll use them again.

**Wendy:** And where can you find more information regarding care navigation?

**Gina:** I'm so glad you asked that. So if you need to contact care navigation, it can be found on the back of your card, again, through Prime DX for the precertification. You can also check on eConnect under risk management and links, and there's a section there for care navigation.

**Wendy:** So let's just recap.

**Gina:** Okay.

**Wendy:** These are all free services. That means no co pays, no deductibles, no coinsurance. These are all free to members who are primary on our Fort Bend County medical plans.

**Gina:** Yeah. I mean, this is such a great service for all of us. So please take advantage, save some money.

That's a 10 out of 10.



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**Wendy:** 10 out of 10.

**Gina:** Well, that's a wrap to our benefit podcast this week. I'm Gina.

**Wendy:** And I'm Wendy. And remember to listen every Thursday for our podcast. And don't forget to email us your questions to [employeebenefitsforbancountytx.gov](mailto:employeebenefitsforbancountytx.gov).

**Gina:** And remember, the Benefit Detectives are here to help.