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# Fort Bend County Podcasts

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## Podcast Episode 11- Prime DX with Philip Williams

August 8, 2024

**Gina-** Welcome to this week's Benefit Detective podcast. I'm Gina.

**Wendy-** And I'm Wendy. And we have a special guest joining us today. Let's welcome Philip Williams with Prime DX.

**Philip-** Hello. How are you all?

**Gina-** Hey, Philip. How are you?

**Philip-** I am awesome and fabulous.

**Gina-** Thank you.

**Wendy-** And in case our listeners don't know, Prime DX is a sister company to Boon Chapman.

**Gina-** So, Philip, can you tell us a little bit about yourself?

**Philip-** Yes. So again, my name is Philip Williams. I am with the disease management program for PRIME DX. And for you all, just in case, you didn't know that I've been with the company about 3 years, and I am bada, bada, bada, I'm loving it.

**Gina-** Love that.

**Wendy-** So can you tell us what Prime DX does?

**Philip-** So I'll give it to you in the definition, then I'll break it down to you.

**Gina-** Sounds good.

**Philip-** So Prime Dx is contracted by the employers to deliver health related services to the employees, which includes health coaching and other things. So Prime Dx also has health programs that work to compliment and reinforce. We do not, you know, we're not going to replace your primary care physician, but just, you know, to have a second opinion or what I like to call a helpmate.

**Gina-** Right on.

**Philip-** So that's pretty much what we do.



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**Gina-** I love that. So, Philip, I know that we've had questions and some people have come to us with questions about pre certifications. So, can you tell us who's responsible for calling in in case a pre cert is needed and when to call in for a pre cert?

**Philip-** Awesome. Good question. Cause you can do it several different ways. So sometimes whenever you are trying to get, let's say some imaging done or procedure done that requires a preauthorization, you would have to reach out to us. But most times your provider will already reach out to us, and they'll send over a preauthorization form. The utilization review portion of the, or department of our company will then review that intake is what we like to call them. And, after that, the case management will take over and review to see if it's based on medical necessity.

**Gina-** Oh, that's good information.

**Wendy-** Yes, it is.

**Gina-** You just said case management. So, Prime DX deals with case management. What other programs do y'all offer?

**Philip-** Oh my goodness. Care navigation, nurse advocacy program. I mean, we do all sorts of things. We have disease management. I mean, the list goes on and on.

**Gina-** Oh, wow. Can you tell us more about what case management does exactly?

**Philip-** Yes. So once utilization review, AKA intake inputs, all the information, it then goes to a case manager who will review whether the procedure or the imaging is good and based upon medical necessity. So, in other terms, if you get approved or, you know, denied for a certain reason, but then you could follow-up with claims and we're very communicative, communicative, communicative. I was like, yeah, I know. I was like, you know, what is that work? Right? You know, when I said it, it just didn't feel like, you know, I owned it. But okay, but since you got it, you gave me the look, I will go with that. But yes, we do we do keep in communication with you, step by step. It usually takes 3 to 5 business days.

**Gina-** Okay.

**Philip-** The case manager. Awesome. So, they usually have it done way before that. So, you'll have your answer then.

**Gina-** Awesome. Awesome.

**Wendy-** We received notice that Prime DX will be sending out a short survey to members next week. Can you tell us more about that?

**Philip-** Yes. I would love to.



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**Philip-** So in the year 2023, if you used some of our programs, care navigation, disease management, any other programs that we offer and you've used it before, we want to hear what you thought. We want to know, like, process. Was it easy? Was it rough? You know, we just want to be 1 on 1 with you.

**Gina-** Oh, we love that. Yeah. Yeah. When it's 1 on 1 like that makes it so personal.

**Philip-** Most definitely.

**Gina-** So that is a really good thing. So, keep that in mind everyone. So, if you receive an email from no reply at primedx.com, remember that is not spam. And we encourage you to complete the survey so Prime Dx can gather feedback to best serve you in the future.

**Philip-** Most definitely.

**Wendy-** Well, thank you, Philip, for joining us today.

**Philip-** Thank you so much for having me. I loved it.

**Gina-** Oh, and we love having you.

**Wendy-** Yes.

**Philip-** Yes. Thank you. Always a pleasure.

**Gina-** Well, that's a wrap for this week's Benefit Detective Podcast. I'm Gina.

**Wendy-** And I'm Wendy. And remember to listen every Thursday for a podcast.

**Gina-** And remember, the benefit detectives are here to help.