



Fort Bend County Podcasts

Podcast Episode 16- Care Navigation with Philip Williams

September 12, 2024

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

Wendy- And I'm Wendy.

***playing, Eminem's "Without Me" segment. "Guess who's back, back...back again" ***

Philip- Philip's back. Tell a friend.

everyone laughing

Gina- Hi, Philip. Thanks for joining us again.

Philip- I love to be here anytime.

Wendy- Well, Philip, we want to dive deeper into care navigation. What can you tell us about care navigation from the Prime DX side?

Philip- Okay. So, let's just start with what care navigation is. So, Care Navigation services, you can now get that expensive procedure that you've been putting off at a low or no out of pocket price.

Gina- Yes.

Philip- So basically, I have actually my aunt, I'm just going to personalize this thing really quick, you know, be a little transparent. So, my aunt is on my insurance and so she needed a total knee replacement, and we used the Care Navigation and paid 0.99 AKA free. So, the whole process was I mean, it was so easy and I just because I've, you know, worked there or anything. I mean, the plan actually works, and we do what we say we're going to do.

Gina- That's awesome.

Philip- Yes.

Gina- Now, again, Philip does not work for Fort Bend County. Philip is with Prime DX.

Philip- Correct.

Wendy- But I am with Fort Bend County, and I just went through Prime DX.

Philip- Tell us your story too.

Wendy- I had to have my colonoscopy.



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Philip- Mhmm.

Gina- And this was just the wellness. Right?

Wendy- My wellness yeah, my screening.

Gina- Yes. Okay.

Wendy- My screening and I called Prime DX. I faxed over the orders from my doctor.

Philip- That's right.

Wendy- They helped me set up the consultation with the doctor. That was local. He was in Katy and then, from there, which I just saw them last Thursday, and they scheduled my procedure this past Tuesday, yesterday.

Philip- Awesome.

Wendy- And I went and, had the procedure done. It went great. They called me this morning to check on me, and I have no bills. Never asked me for payments or anything.

Philip- Love it.

Gina- Wow.

Wendy- It was a great experience. It was a great experience.

Gina- So, would you recommend anybody who's needing to have a colonoscopy like a wellness go through them?

Wendy- Oh, definitely. Definitely.

Gina- You heard it here, folks. Yes.

Philip- And I want to state the obvious that may not be obvious to you all, but care navigation not only does procedures, but we do virtual PT, advanced imaging. So, which is a CT MRI scans. We do those as well. So, it's not just an outpatient procedure. You can get imaging done, physical therapy. You have disease management, case management. So, you have all those things.

Gina- And primary use.

Philip- So, use it.

Gina- Yeah. So well rounded.

Wendy- Yes.

Philip- Yes, we are one of a kind. I will say that.



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Gina- So how does the virtual PT work?

Philip- So the virtual PT goes the same with, you know, getting a referral from, you know, whoever's is referring you whatever physician is referring you. And we'll get the orders, and we'll do a virtual PT set up in your home. So, you can just look at the TV, turn it on, and do what they're doing.

Gina- Oh, my gosh. Wow.

Philip- Without stepping foot outside your house.

Gina- So is then that's not just for those after surgery or anything.

Philip- Correct. That's right.

Gina- So, if you're needing physical therapy of some sort.

Philip- That's right.

Gina- Now are there limitations to physical therapy?

Philip- There are not. So, whatever the referral states that your provider or the specialty that you were going to see, we just look at those referrals, look at those orders, and then we'll give you a call letting you know when and where or how to do it.

Gina- That's awesome.

Philip- That's awesome.

Gina- That way if you work late

Philip- Exactly.

Gina- You can do that.

Philip- Exactly.

Gina- At the convenience of your own home.

Philip- Exactly. Because both work 8 to 5.

Wendy- Yeah. You don't have to fit it into your schedule.

Philip- Exactly.

Wendy- Or take off work.

Gina- Yes.

Philip- That's right.



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Gina- Maybe you want to do it during your lunch break.

Philip- Exactly.

Gina- You know, because you don't want to do it later because you may be busy.

Philip- That's right.

Gina- So that's good.

Wendy- That is a good benefit.

Gina- That is good. So on from the Prime Dx side looking in. Do you see a lot of our employees taking that advantage of using Care Navigation?

Philip- Yes. Especially with Fort Bend County. I think the memo was hitting somebody's desk.

Gina- That's what we want to hear.

Philip- Because, I mean, I mean, you guys are great. You guys are great. I'm definitely seeing the numbers increase, and I'm definitely seeing the smiles increase when I walked in. So, I know we're doing something right.

Gina- That's good. That's a great benefit. I mean, it's free Yes. To the employees by the county.

Wendy- That are on the medical plan.

Gina- Yeah, exactly. So, it's a bundle and save. It's a win.

Philip- Exactly and what's so awesome about you know the whole Prime DX is. I mean you don't have to it doesn't just have to be you anybody on the plan. As long as they are on the same plan, they can have all these benefits.

Gina- Wow. That's so good. And you know what? I didn't even think about it, but I actually had to have physical therapy, for the last month or so. I had to go to physical therapy. Mhmm. And I was waiting on my doctor for the orders, and I didn't even think about the virtual PT. See? You know? Even I work here, and I yeah. I'm under the sun. I totally forgot about that. So, yeah, don't do what I did. Take advantage of that.

Philip- Take advantage. Use us.

Gina- That's good information. Thank you, Philip, for that.

Philip- My pleasure.

Wendy- So, let's do a recap. PRIME DX offers many programs to employees and dependents that are on the medical plan.



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Gina- Exactly. Because we just did podcast over these. So, these are the things that we have been talking about. We talked about precertification, the steps about going into precertification, what was needed. Case management. We've talked about case management that goes along with precertification.

Wendy- And we discussed our disease management.

Gina- Absolutely. Because we know Philip's here, and he gives all the deets on that.

Philip- Oh, yes.

Gina- And then we could talk about, of course, Care Navigation.

Wendy- Care Navigation.

Gina- Yeah. So, I think in a whole nutshell, all of that comes from Prime DX and that really helps us especially as a free service for our employees and their dependents that are on the medical plan.

Wendy- Correct.

Gina- So, yay.

Wendy- Yay.

Philip- Yay.

Gina- Well, thank you, Philip, for joining us once again.

Philip- It's always a pleasure.

Gina- We love having you.

Philip- Love Fort Bend.

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 to our podcast every Thursday.

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