

NurseWise Receives Full URAC Accreditation - Mar 30, 2015

ST. LOUIS, March 30, 2015 /PRNewswire/ -- Centene Corporation (NYSE: CNC) announced today that NurseWise, its national multilingual nurse triage and health education subsidiary, received full Health Call Center Accreditation from URAC, a Washington, DC-based health care accrediting organization that establishes quality standards for the health care industry.

The URAC accreditation process demonstrates a commitment to quality services and serves as a framework to improve business processes through benchmarking organizations against nationally recognized standards. URAC's accreditation process involves a rigorous four-phase review: building the application, desktop review, on-site review, and committee review. The Health Call Center Accreditation assures that registered nurses, physicians or other validly licensed individuals perform the clinical aspects of triage and other health information services in a manner that is timely, confidential, and includes medically appropriate care and treatment advice.

"We are proud to once again receive URAC accreditation, which validates our long-standing dedication to provide quality health care service and programs to those we serve," said Kimberly D. Tuck, RN, Chief Executive Officer and President of NurseWise. "We believe that by providing knowledge and tools, we can improve health care access and empower those we serve to make the best decisions for their health needs."

"By applying for and receiving URAC accreditation, NurseWise has demonstrated a commitment to quality health care," said Kylanne Green, URAC President and CEO. "Quality health care is crucial to our nation's welfare, and it is important to have organizations that are willing to measure themselves against national standards and undergo rigorous evaluation by an independent accrediting body."

#### **About Centene Corporation**

Centene Corporation, a Fortune 500 company, is a diversified, multi-national healthcare enterprise that provides a portfolio of services to government-sponsored healthcare programs, focusing on under-insured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children's Health Insurance Program (CHIP), as well as Aged, Blind or Disabled (ABD), Foster Care and Long Term Care (LTC), in addition to other state-sponsored/hybrid programs and Medicare (Special Needs Plans). The Company operates local health plans and offers a range of health insurance solutions. It also contracts with other healthcare and commercial organizations to provide specialty services including behavioral health management, care management software, correctional healthcare services, dental benefits management, in-home health services, life and health management, managed vision, pharmacy benefits management, specialty pharmacy and telehealth services.

#### **About NurseWise**

NurseWise is a wholly owned subsidiary of Centene Corporation in the business of providing multilingual telehealth (nurse triage and health education) services. We partner with health plans, hospitals, providers, colleges and universities, and other specialty organizations to ensure all callers have access to high quality, appropriate care. Our services are designed to encourage callers to become active participants in their health care, engaging in activities that promote appropriate utilization of care resources as well as better health outcomes for individuals and their families. We have provided uninterrupted service every day since 1995. NurseWise experienced Customer Care Professionals and Registered Nurses at our Clinical Care Centers™ across the country provide Care.Right.Now. through delivery of health information, education, and advice in a culturally and linguistically sensitive manner. NurseWise has locations in Tempe, Ariz.; El Paso, Texas; Tyler, Texas; Fort Lauderdale, Fla.; Atlanta, Ga.; and St. Louis, Mo. For more information, please visit our website at [www.nursewise.com](http://www.nursewise.com) or contact us at [info@nursewise.com](mailto:info@nursewise.com).

#### **About URAC**

URAC, an independent, nonprofit organization, is a well-known leader in promoting healthcare quality through its accreditation, education, and measurement programs. URAC offers a wide range of quality benchmarking programs and services that model the rapid changes in the healthcare system and provide a symbol of excellence for organizations to validate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the entire healthcare industry. For more information, visit [www.urac.org](http://www.urac.org).

To view the original version on PR Newswire, visit <http://www.prnewswire.com/news-releases/nursewise-receives-full-urac-accreditation-300057219.html>

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