

Real Time Resolution™ (RTR) Center

HealthCare Partners is committed to ensuring members have access to the care they need in a timely manner. Our **Real Time Resolution™ (RTR) Center** ensures you can talk with an expert staff member when access to care is time-sensitive.

For example:

- Your patient comes in to the office and you determine an urgent specialist consult is needed. **Call our RTR Center, and we will arrange that for you in real time.**
- Your patient comes to the office and has a condition you need assistance addressing, and perhaps the emergency department is an option. **Call the RTR Center and we will make arrangements to meet the patient's urgent care needs.** We will also ensure that you remain connected to the patient's care and receive care updates.
- Waiting for a time-sensitive response from HCP regarding patient care? **Call the RTR Center for assistance.**



The RTR Center is available 24 hours a day/7 days a week. Call (866) 925-0199.

After normal business hours and on weekends, you will be connected to our 24 hour Nurse on Call line who will provide the same level of expert assistance for urgent needs that you receive during the business day.

If you need an answer to any of the following questions, our RTR Center can help.

Is your HCP patient...?

- In need of integrated care coordination for multiple medical conditions?
- Unable to get to your office but needs a clinical assessment or important procedure?
- Confused about which medications to take and when?
- Skipping important appointments with you and their specialists?
- In the hands of a caregiver who feels overwhelmed but you don't have a social worker in your office?
- Going to the emergency room prior to calling your office?

We're here to help you deliver great patient care.

Available 24 hours a day/7 days a week.



**Routine administrative
and referral needs:**

Customer Engagement Center (CEC):
(800) 877-7587



**Immediate referral
authorization needs:**

Fast Track Referral Line:
(855) 324-9400



**Urgent clinical, time-sensitive
patient care needs:**

Real Time Resolution™ Center (RTR):
(866) 925-0199