National Integrative Health

CLINICAL MANAGED SERVICES ORGANIZATION

High-Cost Pharmacy & Infusion Solutions

Member Journey & Workflow

National Integrative Health (NIH) bridges the gap between members and delivery with a full-service, white-glove approach. A dedicated Patient Advocate and a structured clinical workflow combine to support every step of the member's care journey — from first outreach through ongoing refill support.



- Reduced Fragmentation
- Increased Satisfaction
- Full-Service Support
- Coordinated Care

How the Workflow Works

The NIH Clinical Pharmacy Services workflow, from first verification to ongoing refill support.

1 — Med Verification

Claim sweeps confirm eligibility and medication history.

2 — Enrollment

Proactive outreach is done by phone and text to welcome the member.

3 — Provider Outreach

Prescriptions are proactively obtained, coordinated with providers.

4 — Ordering

Orders are prepared, tracked, and delivered directly to members.

5 — Monitoring Refills

Refill timing is tracked with consistent communication.

Your Patient Advocate

One point of contact

- Reduces fragmentation across providers and benefits
- Increases member satisfaction and trust
- Provides full-service support at every step
- Enables true integrative care
- Offers bilingual support in English and Spanish

The Member Journey

Guided at every phase

- Discovery & Assessment — needs, goals, and trust
- Personalized Care — the member owns their plan
- Active Coordination — providers stay aligned
- Ongoing Support — education and navigation

How We Work Together

Our collaboration principles

- Proactive communication with members and providers
- Closed-loop coordination on every referral
- Shared decision-making with the care team
- Team-based approach across the ecosystem
- Transparent documentation at every step

Find Out Where Your Plan Has Been Overspending.

Contact us to see if your plan qualifies for a free Repricing Analysis to show transparent potential savings.

FREE REPRICING ANALYSIS

info@nationalintegrativehealth.com
nationalintegrativehealth.com

National Integrative Health provides managed care services designed to support lower-net-cost pharmacy and medical outcomes. NIH facilitates clinical care coordination efforts only when clinically appropriate and in collaboration with treating providers. Results vary based on plan profile, contracts, and plan terms.