

# **ACO UPDATE**

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## 24/7 Nurse Triage Services for Qualcomm Premier Members

There are many benefits offered to your Qualcomm Premier patients provided by the Scripps Concierge team. This dedicated team provides phone and email support exclusively to Premier Plan members, six days a week, with clinical support available after hours.

#### **Connecting Your Patient to After-hours Care or Advice**

If your Qualcomm Premier patient needs care after normal business hours or on a weekend, there is a nurse navigator line which is staffed 24/7 by registered nurses who can evaluate your patient's symptoms and recommend when and where to seek care.

If your patient decides to wait until the next business day to seek care, plan members are guaranteed same day/next day appointments with a primary care provider for urgent medical needs.

Please remind your patients about these convenient Premier Plan services. Contact information for the Scripps Concierge Team is: Phone: **844-884-7266** Email: **Qualcomm.Service@Scrippshealth.org**. Website: **Qualcommpremierplans.com** 

If you have any questions, please contact your region's practice outreach manager:

North of SR-52, please contact: **Stacy Pevney** at pevney.stacy@scrippshealth.org or 858-537-7910.

South of SR-52, please contact: **Eydie Strouse** at strouse.eydie@scrippshealth.org or 619-279-9868.

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## ACO Primary Contact

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### **Scripps Accountable Care Organization**