

# Bariatric Resource Services



## **Bariatric Resource Services — Quick Reference Guide**

Surgery is only a tool. Strict dietary, exercise and lifestyle changes are essential to long-term success. If you're motivated to make these lifelong changes, bariatric surgery may have an enormous impact on your life. By joining Bariatric Resource Services (BRS), you're taking a critical step toward achieving a healthy weight and lifestyle.

BRS offers you the support, education, tools, resources and care from some of the top bariatric facilities and experts in the country to help make your journey successful.

### **Support from specialized nurses**

An experienced BRS nurse will be there to help and support you before, during and after the process. Our nurses are specialized in bariatrics, so they provide you with invaluable support, education and knowledge. They will be there to answer your questions and help you understand the entire process from beginning to end.

### **Care from top-performing BRS Centers of Excellence**

Our BRS Centers of Excellence include some of the top bariatric facilities and experts in the country to help ensure you receive the best care possible for the best possible outcomes. We hold our BRS Centers of Excellence to a strict set of criteria that facilities must pass on an annual basis to ensure they maintain the standards of excellence. Receiving services at a BRS Center of Excellence helps ensure that your bariatric surgery and care are delivered in a facility that meets these strict standards, which increases the likelihood of the best possible outcomes.



# BRS

## Surgical process

**Phase 1:** Typically the six months before your surgery

**Phase 2:** Includes your surgery and time in the hospital

**Phase 3:** After your discharge from the hospital (usually 30 days in length)

### Phase 1: Before surgery

**Step 1:** Have your doctor determine if you're a candidate for bariatric surgery. Is your body mass index (BMI) within range? Do you understand, and are you prepared for, the emotional ups and downs you may experience after surgery?

**Step 2:** Contact your insurance to verify that bariatric surgery is covered through your benefits. Your insurance may only cover bariatric surgery services if you've completed their pre-surgery requirements and if your surgery is performed at a BRS Center of Excellence.

**Step 3:** Call a BRS nurse at **1-888-936-7246/TTY 711** Monday through Friday, 7:00 a.m. to 7:00 p.m. CST to activate services and begin the process. You **must** speak with a BRS nurse prior to choosing a center, surgeon or scheduling surgery.

**Step 4:** Complete pre-surgery requirements and submit documentation to the BRS nurse as directed.

#### Pre-surgery requirements

- Complete a physician-supervised weight-loss program within two years of surgery. The BRS nurse will provide support to help you meet this requirement.
- It's important that you're emotionally prepared for surgery and for the lifestyle changes required to maintain a more healthy weight. To ensure that you're prepared, you **must** complete a behavioral health evaluation. It will determine whether you're ready for surgery and help determine any necessary adjustments.
- Check with your BRS nurse to make sure that there are not any additional requirements from your health plan that you must meet.

**Step 5:** Select a BRS Center of Excellence. By having surgery at a BRS Center of Excellence, you'll receive high quality care at one of the top-performing bariatric centers nationwide. Your BRS nurse will provide you with information about programs that are part of the BRS Centers of Excellence network. This will help you and your doctor choose the center that is best for you.

**Step 6:** Attend a bariatric information session at your BRS Center of Excellence to learn more about the program you've chosen, the surgeon and the procedure. If you change surgeons or BRS Centers of Excellence facilities, you **must** notify the BRS nurse immediately. You also **must** notify your BRS nurse of the date of your scheduled surgery.

**Step 7:** Undergo a pre-surgical evaluation. Your surgeon will discuss with you whether or not you meet the National Institutes of Health requirements for undergoing a bariatric surgical procedure, and whether surgery is appropriate for your situation. Additional tests may be recommended before your surgery. Depending on the outcome of this evaluation, you may or may not be eligible for surgery.

### Phase 2: Surgery

Your BRS nurse will work with your bariatric team to coordinate care with your surgeon, your primary physician and local providers. This will help ensure a smooth transition back home. Your BRS nurse will call you within 48 hours of your discharge from the hospital to support you through recovery.

### Phase 3: After surgery

Your BRS nurse will call 30 days post surgery to determine how you're progressing. Your nurse will discuss with you: pain management, nutrition, dietary requirements, medications, exercise and your general health status.

## Bariatric Resource Services

**1-888-936-7246, TTY 711**

Monday through Friday  
7:00 a.m. to 7:00 p.m. CST



Before surgery	Date	Notes
I contacted BRS and spoke with a nurse.		
I verified that my BMI and co-conditions meet bariatric pre-surgery requirements.		
I consulted with a dietitian and completed a nutritional assessment.		
I successfully completed a physician-supervised weight-loss program within two years of surgery and submitted documentation to my BRS nurse.		
I completed a behavioral health evaluation.		
I submitted documentation to a BRS nurse, stating that all evaluations, assessments and prerequisites were successfully completed.		
I received notification from a BRS nurse about moving ahead with my surgery.		
I selected a Centers of Excellence network program and notified a BRS nurse of my selection.		
I attended my bariatric program's information session.		
I completed my center's pre-surgery program.		
I notified my BRS nurse of my scheduled surgery date.		
I met all pre-surgery requirements.		

After surgery	Date	Notes
I joined a support group and attended my first meeting after surgery.		
I'm following my recommended food and vitamin plan.		
I'm following my recommended exercise plan.		



## Member satisfaction

**92% member satisfaction** with BRS clinical case managers support. 83% of members indicated better health outcomes with the program<sup>1</sup>

**96% likely to recommend** this program to others<sup>2</sup>

1. Q3 2016 YTD Optum Consumer Net Promoter Score survey results. 2. January, 2017. BRS Longitudinal Study Topline Report.

“My BRS nurse explained everything, returned my calls in a timely manner, and she guided me through the approval process. She called and checked on me every step of the way. She has been especially sweet, caring and concerned about me, especially my recovery. She has been very knowledgeable and a joy to work with.”

– BRS member

## Contact us today

If you have questions or would like to learn more about the Bariatric Resource Services Program, contact a BRS nurse today at **1-888-936-7246/ TTY 711** Monday through Friday, 7:00 a.m. to 7:00 p.m. CST.



**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time.

The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.