

Supporting mission-critical programs for federal health agencies



Optum Serve is proud to support the Military Health System (MHS) Global Nurse Advice Line (GNAL) mission of providing timely access to health care services to beneficiaries. These 9 million individuals include eligible active duty Service Members, their families and retirees.

From helping address health care concerns to making acute care appointments, the GNAL provides the following to beneficiaries:



Full nurse triage services



Appointment scheduling



Health care advice



Care coordination

Available globally 24/7/365 via phone, web chat or video conference, GNAL extends the MHS Patient-Centered Medical Home (PCMH) model of care to beneficiaries for anytime, anywhere access. The mobile-friendly, secure beneficiary portal and interactive voice response (IVR) system enables rapid automated eligibility verification using Defense Enrollment Eligibility Reporting System (DEERS).

Working closely with the Defense Health Agency (DHA) and other business partners, GNAL is customized to meet the needs of military families around the globe. Registered nurses (RNs) base their health care advice on professional experience, clinical judgment and nationally approved, evidence-based guidelines and standards.

About Optum Serve

Optum Serve is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

How Optum GNAL works



Beneficiaries can get connected with an RN within 30 seconds via phone (**1-800-TRICARE**), web chat or video conference within **mhsnurseadvice.com**.

After RN triage, care coordinators can make acute care appointments with their PCMH in a Military Treatment Facility (MTF), or assist in locating an MTF, network urgent care or emergency room.

After the consultation, the beneficiary's MTF PCMH can review the consultation notes and audio recording, and the patient can review the advice on the patient portal.

Real-time clinical information sharing

Optum Serve developed a secure, web-based data repository called the Nurse Advice Line Management System (NALMS), which provides clinicians with near real-time access to GNAL encounter data. This includes audio recordings of the call and clinical notes from the nurse. This visibility allows PCMH teams to determine the patient care delivered and any follow-up care needed.

Specific MTF instructions in the NALMS database help ensure clinical coordination staff are aware of each MTF's unique operations, appointing, closures, reduced staffing and other relevant information.

Interoperability with existing and future MHS applications and systems

Designed with an eye to future MHS GENESIS Patient Portal system integration, GNAL provides interoperability with DEERS for automated eligibility verification. The Composite Health Care System (CHCS) and MHS GENESIS are used to make urgent care appointments and referrals for active-duty Service Members.

Learn more about Optum Serve Global Nurse Advice Line.

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9M+

beneficiaries have access to GNAL

723k

beneficiaries served by GNAL
in the last 12 months



The DHA's objectives in expanding and establishing the GNAL include:

- Direct patients to the most clinically appropriate level of care
- Enhance access to care, especially after hours and when beneficiaries are traveling
- Reduce unnecessary emergency department and urgent care use
- Capture MTF-enrolled beneficiary care back to the direct care system
- Improve the patient's continuous health care relationship with their MTF
- Ensure patient satisfaction