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FOR IMMEDIATE RELEASE

HealthFitness Granted Full URAC Call Center Accreditation and NCQA Disease Management Accreditation

Accreditation offers clients assurance of program quality and effectiveness.

MINNEAPOLIS March 22, 2018 HealthFitness is pleased to announce that, following an in-depth review process, it has received and renewed its URAC HCC accreditation for Nurse Line and NCQA DM accreditation for Condition Management Coaching.

Health Call Center Full Accreditation

Nurse Line was granted Full Accreditation status for compliance with URAC's Health Call Center (HCC) Accreditation Program. URAC, an independent, nonprofit organization, is known as a leader in promoting health care quality through a wide range of accreditation and certification programs.

URAC-accredited Health Call Center standards apply to organizations providing triage and health information services to the public when conducted by telephone, via website or other electronic means. The standards assure that registered nurses, physicians or other validly licensed individuals perform the clinical aspects of triage and other health information services in a manner that is timely, confidential and includes medically appropriate care and treatment advice.

URAC Health Call Center standards assure that clinical triage and health information services are performed by registered nurses in a manner that is timely, confidential and includes medically appropriate care and treatment advice.

Disease Management Accreditation

HealthFitness also earned NCQA Disease Management accreditation for Condition Management Coaching. The disease management program evaluates organizations that manage care for people with chronic diseases. The accreditation is patient-

oriented for the following disease management programs: asthma, back and neck pain, CAD, CHF, COPD, depression and diabetes.

“Earning and renewing full URAC call center accreditation and NCQA disease management accreditation is quite an undertaking,” explains Robin Ryan, senior director, quality management. “It requires leveraging the expertise, commitment and collaboration across the company. So many HealthFitness departments and associates contributed to this effort and we extend our appreciation to the registered nurses, coaches, health advisors, care specialists and health advocates who provide support to our program participants.”

About HealthFitness

HealthFitness, a Trustmark company, is an award-winning provider of health management, corporate fitness and condition management solutions. With more than 40 years of experience, it is URAC- and NCQA-accredited and a proven leader and partner for infusing a culture of health. HealthFitness maximizes client results through personalized interaction and a science-based approach to on-site program management, engagement and prevention. Parent company Trustmark provides a full spectrum of participant benefits to improve well-being through better health and greater financial security. For more information on HealthFitness, visit www.healthfitness.com.

About URAC

Founded in 1990, URAC is the independent leader in advancing healthcare quality through leadership, accreditation, measurement and innovation. URAC offers a wide range of quality benchmarking programs that reflect the latest changes in healthcare and provide a symbol of excellence for organizations to showcase their validated commitment to quality and accountability. URAC’s evidence-based measures and standards are developed through inclusive engagement with a broad range of stakeholders committed to improving the quality of healthcare. For more information, visit urac.org.

About NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA’s website (www.ncqa.org) contains information to help consumers, employers and others make informed health care decisions

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