

Five questions worth asking.

If a hospital is evaluating a direct case-rate arrangement for the first time.



How is the price set, and who sets it?

Negotiated per case with the facility, not handed down from a schedule.

What happens to existing payer contracts?

Nothing. This is a separate pathway for specific planned cases, not a renegotiation of anything already in place.

Who coordinates the patient?

A concierge care navigator coordinates the full episode, from selection through follow up.

When does payment arrive, and in what form?

The facility is paid directly and fast, at the agreed amount. No prior authorization needed. The price is agreed in advance.

What happens if the case turns out to be more complex than expected?

Ask it in the first conversation. We would rather a facility ask these upfront than discover the answers mid-case.

Direct Care Alliance answers all five in the first conversation.

Screenshot whichever question is useful. There is an
interactive version at
dca.hazelpipercreative.com/five-questions