

## Nurse Response and Parent Company Receive URAC Accreditation

Written by Australian Business

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ST. LOUIS, MO, October 10, 2013 **/24-7PressRelease/** -- Nurse Response, through its parent company NurseWise, announced today that it has been awarded Core and Health Call Center Accreditation from URAC, a Washington, DC-based health care accrediting organization that establishes quality standards for the health care industry. Nurse Response, a provider of multilingual telehealth services, has locations in Tempe, Ariz.; El Paso, Texas; Fort Lauderdale, Fla.; Atlanta, Ga.; and St. Louis, Mo., all of which received the accreditation.

The URAC accreditation process demonstrates a commitment to quality services and serves as a framework to improve business processes through benchmarking organizations against nationally recognized standards. The Health Call Center Accreditation assures 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.

"We are proud to once again receive URAC Accreditation, which validates our long-standing dedication to provide quality healthcare service and programs to those we serve," said Kimberly D. Tuck, RN, Chief Executive Officer of Nurse Response. "We believe that by providing knowledge and tools, we can improve health care access and empower those we serve to make the best decisions for their health needs."

"By applying for and receiving URAC Accreditation, Nurse Response has demonstrated a commitment to quality health care," said William Vandervennet, URAC president and CEO. "Quality health care is crucial to our nation's welfare and it is important to have organizations that are willing to measure themselves against national standards."

About URACURAC, an independent, nonprofit organization, is a leader in promoting health care quality through accreditation and certification programs. URAC's standards keep pace with the rapid changes in the health care system, and provide a mark of distinction for health care organizations to demonstrate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in setting meaningful standards for the health care industry. For more information, visit <http://www.uran.org>.

About Nurse ResponseNurse Response is a wholly owned subsidiary of Centene Corporation that is in the business of providing multilingual telehealth services. We partner with health plans, hospitals, providers, colleges and universities, and other specialty organizations to ensure all callers have access to high quality, appropriate care. Our services are designed to encourage callers to become active participants in their healthcare, engaging in activities that promote

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appropriate utilization of care resources as well as better health outcomes for individuals and their families. We have provided uninterrupted service every day since 1995. Nurse Response experienced Customer Care Professionals and Registered Nurses at our call centers across the country provide Care.Right.Now. through delivery of health information, education, and advice in a culturally and linguistically sensitive manner. For more information, please visit our website <http://www.nurseresponse.com> or contact us today at [info@nurseresponse.com](mailto:info@nurseresponse.com).