

HealthReach

Predictive Care Management

The Jefferson Health Plan
Introduction Meeting
December 19, 2018



www.hcare.net

Who is Healthcare Strategies?

- Providing health management services nationally for more than ***three decades***
- *Patient focused* programs and services
- Tools to help clients *control risk* and keep members healthy, compliant, and informed
- Aligned with the client's healthcare plan and their broker or consultant
- **Partnering with JHP to provide the HealthReach program.**

Jefferson Health Plan and HCS

- HealthReach will replace the current Disease Management program with Optum effective January 1, 2019
- Current participants in the Optum program will be transferred over to HealthReach
- Communications introducing the program will be sent out by HCS
- Onsite HCS support will be provided throughout year to promote program.

What is the HealthReach Program?

- Uses data to identify risk regardless of cost and the focus is on “emerging risk” within the population
- HCS focuses on the entire population, with Registered Nurses reaching out to those with the highest risk for complications/crises
- Physician notification for Rx issues for HealthReach participants (communication to all prescribing providers)
 - Drug / Drug Interactions
 - Duplicate therapy
 - Compliance (filling Rx timely)
- Care Gap notices to Primary Care Physician for **all** members
- HealthReach addresses **ALL levels of risk**

Managing the Population

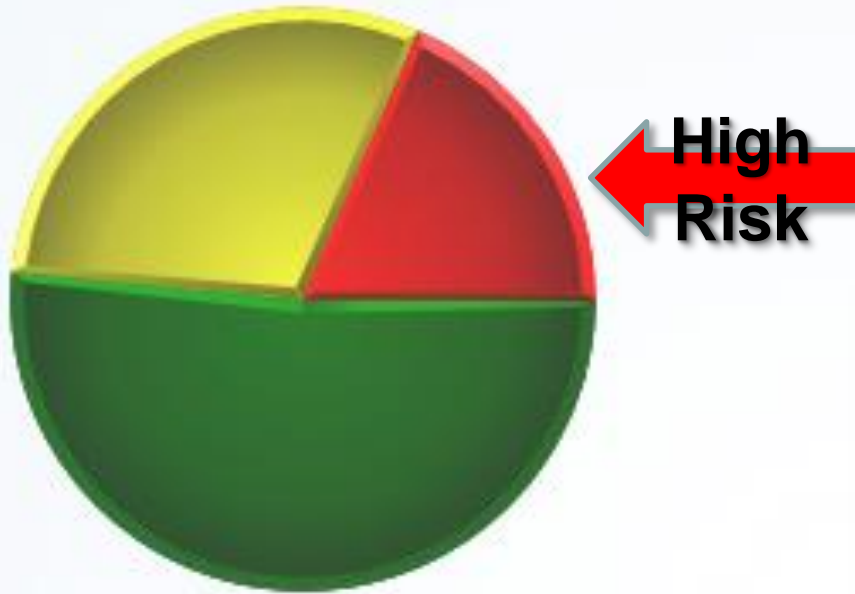
The backbone of our HealthReach risk management program is HealthConnect, our state of the art integrated data warehouse and connectivity platform, providing HIPAA compliant health information capture and exchange.

Data housed within HealthConnect is analyzed by to identify:

- At risk members, stratified from highest to lowest
- Medical gaps in care
- Pharmacy alerts (drug interactions, duplicate therapy, dosage, compliance)



Identify Actionable Risk

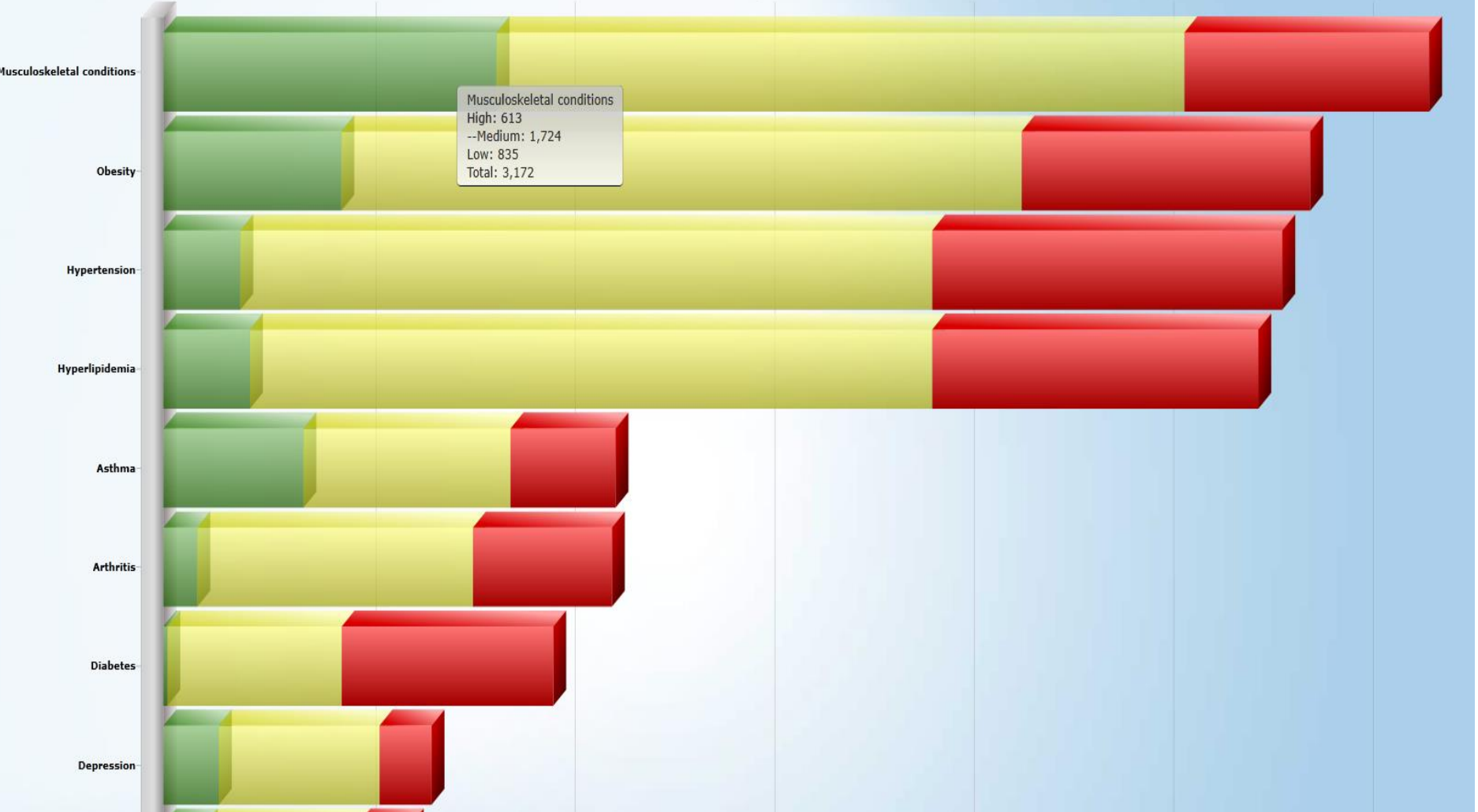


● Low 51.47 % ● Medium 30.02 % ● High 18.50 %

Employees: 4,886

Age Range	Low Risk	Medium Risk	High Risk
Age 0 to 10	0	0	0
Age 11 to 18	0	0	0
Age 19 to 30	611	129	50
Age 31 to 40	710	204	86
Age 41 to 50	639	396	218
Age 51 to 55	237	319	189
Age 56 to 100	318	419	361
Totals	2515	1467	904

Risk by Condition



Medical Care Gaps



Preventive Screenings

Standards of care non-compliant: 0 compliant: 3



Diabetes

Standards of care non-compliant: 2 compliant: 6 Condition last identified: 2/1/2015



Hyperlipidemia

Standards of care non-compliant: 0 compliant: 3 Condition last identified: 2/1/2015



Hypertension

Standards of care non-compliant: 0 compliant: 3 Condition



Chronic Kidney Disease

Standards of care non-compliant: 1 compliant: 5 Condition

Musculoskeletal conditions

Condition last identified: 4/1/2014



Diabetes

Standards of care non-compliant: 1 compliant: 6 Condition last identified: 12/1/2014

Patients that had a pneumococcal vaccination



Last Occurrence Due system

Patients that had a HbA1c test in the last 6 months



Last Occurrence Due system

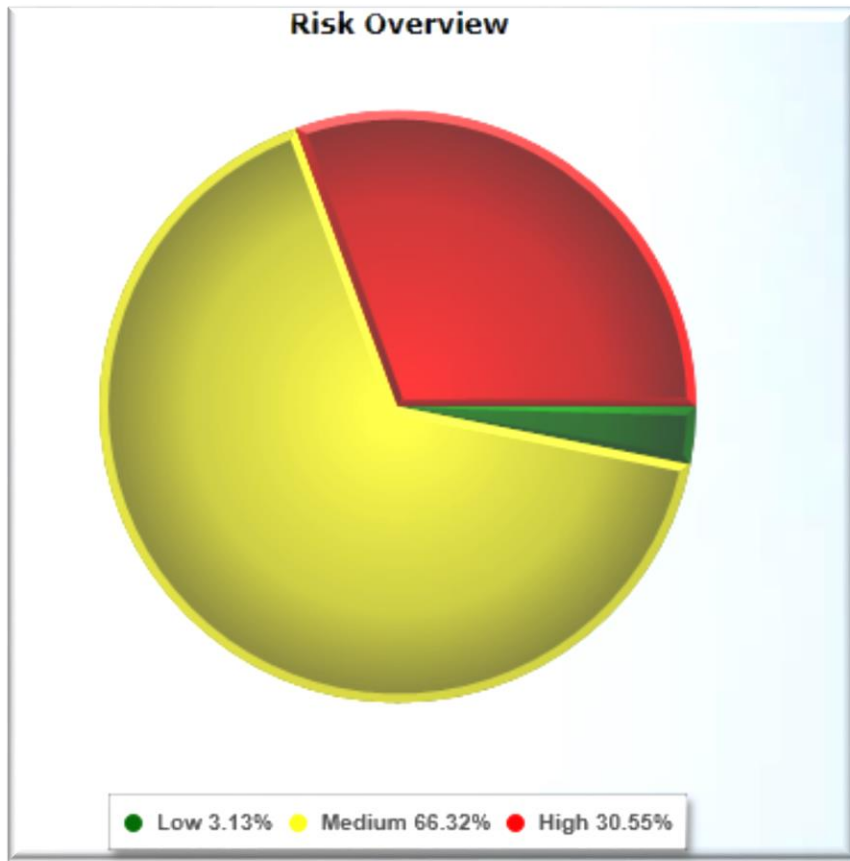
Patients that had a cholesterol test in the last 12 months



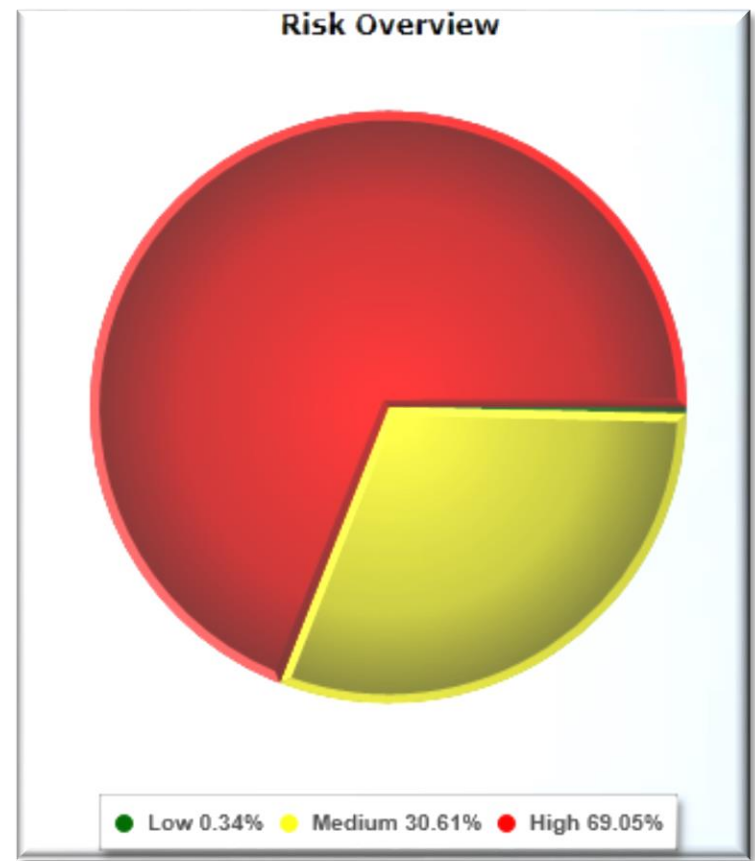
Last Occurrence Due system

Risk Compared

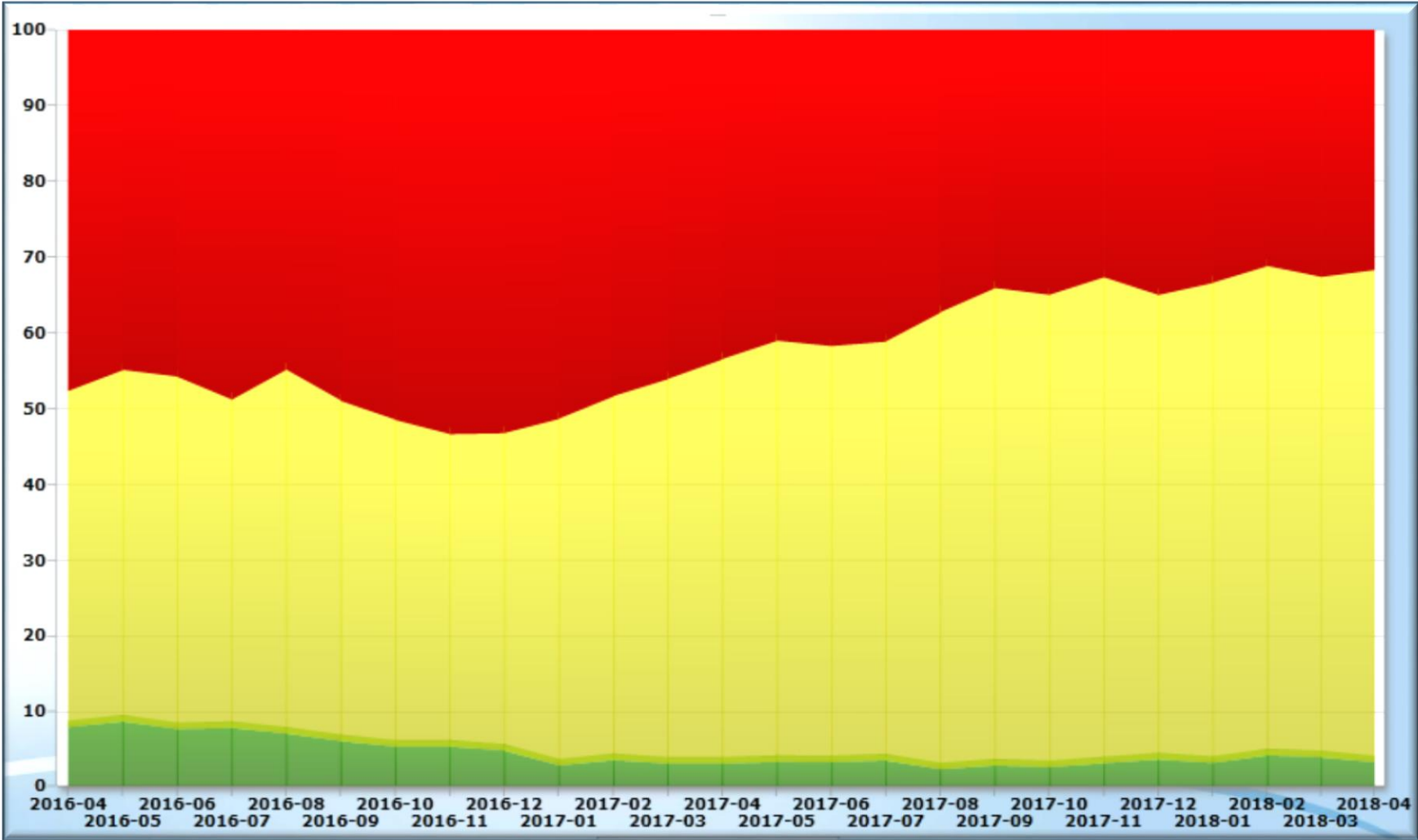
Graduates



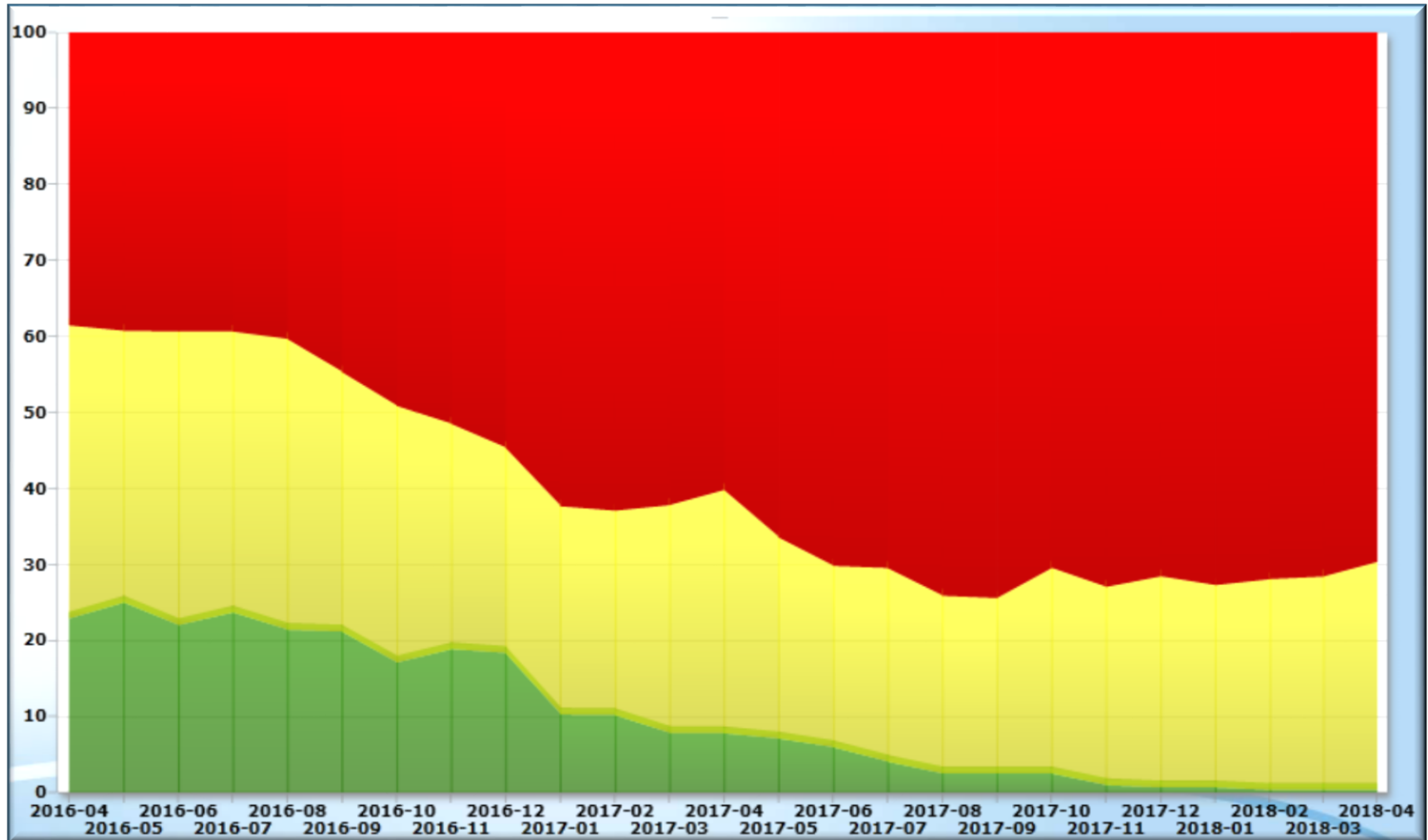
Non-graduates



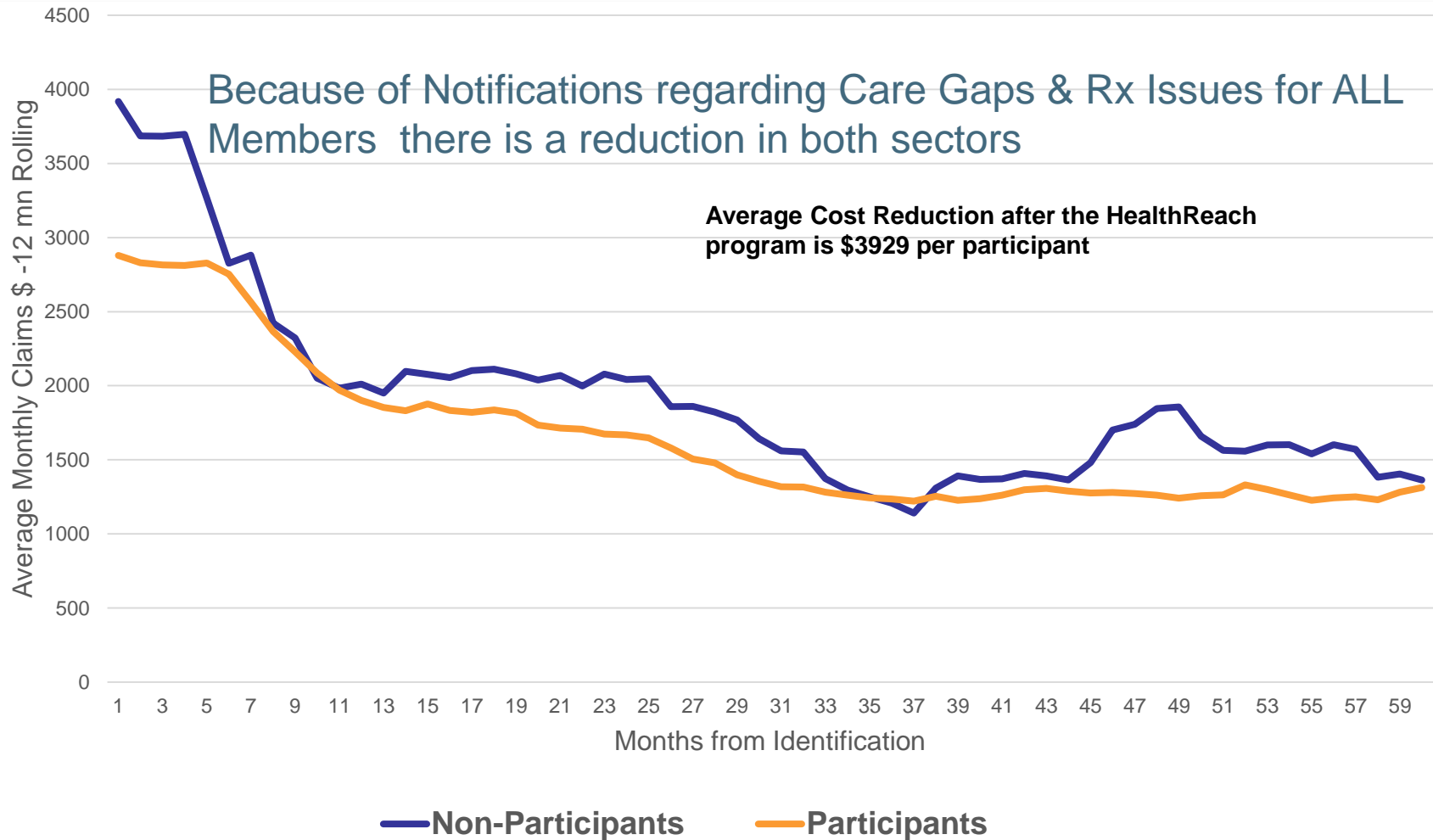
Risk Over Time: Graduates



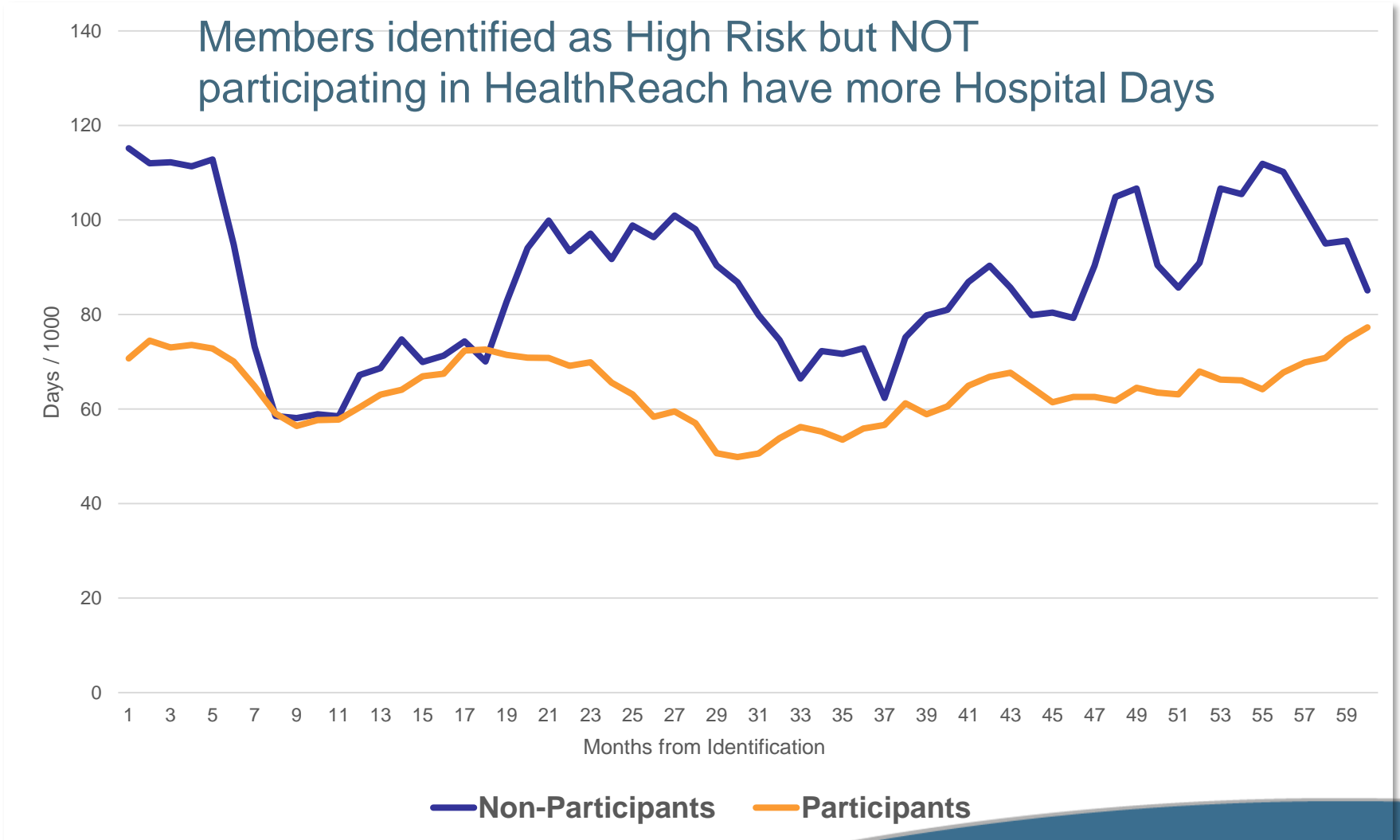
Risk Over Time: Non-graduates



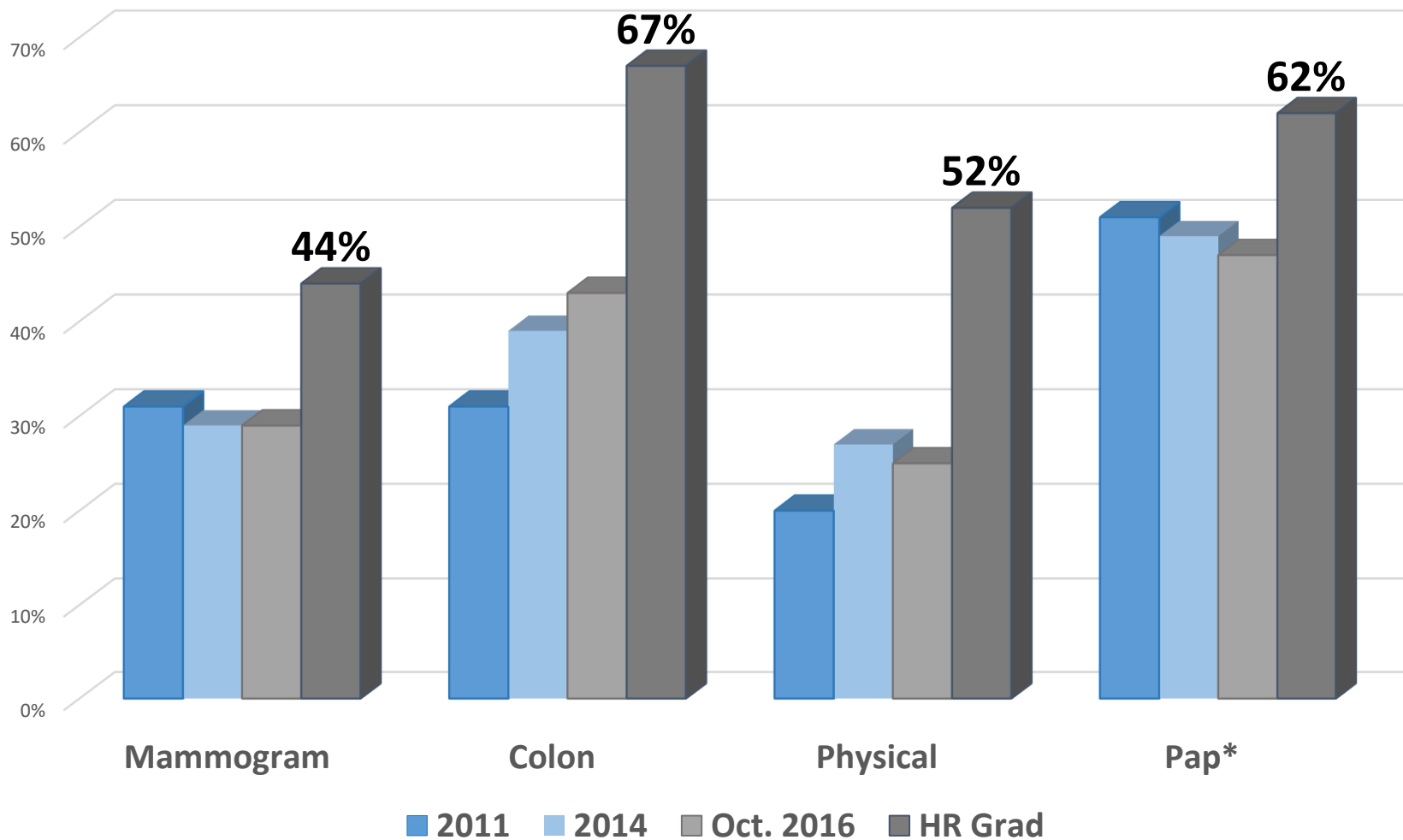
Cost After Identification



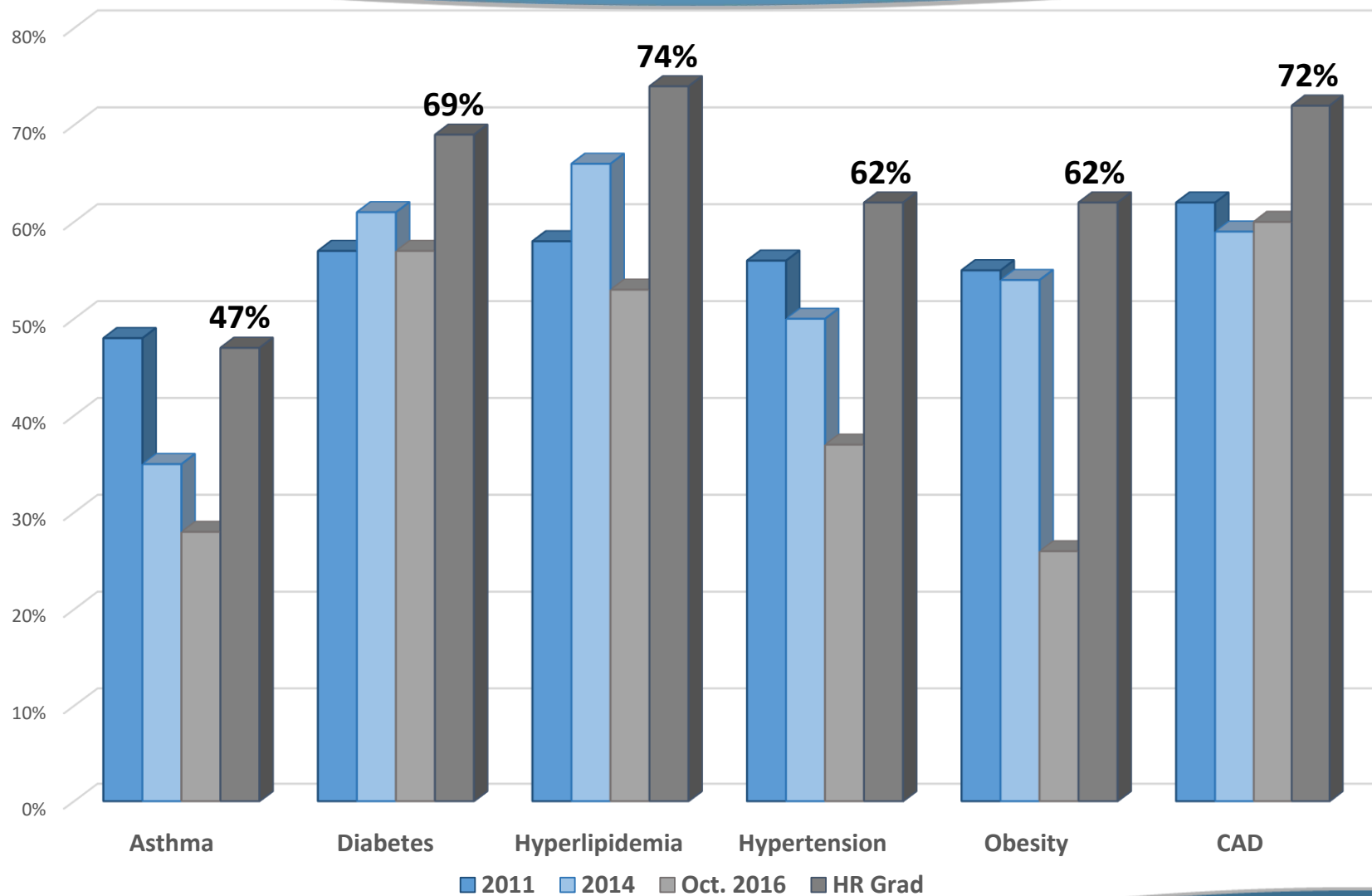
Inpatient Days After Identification



Compliance with Preventive Care Gaps



Compliance with Chronic Disease Care Gaps



Health Navigator Patient Edition

Home //

Account Information

- Login and Password
- Personal Information
- Allergies
- Save Medical Files
- Printable Personal Health Record

Your Health Snapshot

- Early Detection Testing
- Condition Based Screenings
- Screening Test Results
- Medical Claims
- Prescriptions

Wellness Resources

- Education
- HRA/PHP
- HealthyStart

Check New Prescriptions

Fitness/Health Logs

GO FOR THE GREEN

Your Current Risk Level is

LOW



HIGH

You need to take immediate action to complete action items.

MODERATE

You should make arrangements to complete upcoming action items.

LOW

You are performing well.

Health Profile & Risk Assessment

Early Detection Testing

Fitness & Health Logs

Check New Prescriptions

Action Items

Title	Due
Biometric screening Last Occurance: 07/08/10 Source: Claims Data	07/08/11
Mammogram Last Occurance: Unknown Source: Claims Data	DUE NOW
Pap smear for cervical cancer screening Last Occurance: 09/14/10	09/14/11

- Home
- Account Information
 - Login and Password
 - Personal Information
 - Allergies
 - Save Medical Files
 - Printable Personal Health Record
- Your Health Snapshot//
 - Early Detection Testing
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Early Detection Testing

Title	Due Date
Biometric screening Last Occurance: 07/08/10 Source: Claims Data	07/08/11
Mammogram Last Occurance: Unknown Source: Claims Data	NOW
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Screening Test Results

Title	Due Date
Biometric screening Last Occurance: 07/08/10 Source: Claims Data	07/08/11
Mammogram Last Occurance: Unknown Source: Claims Data	NOW
Pap smear for cervical cancer screening Last Occurance: 09/14/10 Source: Claims Data	09/14/11

Conditional Based Screening

Title	Due Date
Biometric screening Last Occurance: 07/08/10 Source: Claims Data	07/08/11
Mammogram Last Occurance: Unknown Source: Claims Data	NOW
Pap smear for cervical cancer screening Last Occurance: 09/14/10 Source: Claims Data	09/14/11

Want to Save Money?

Prescription	Copay
Nitrostat Sub 0.4 mg Generic Name: Nitroglycerin	\$15.00
Endocet 10 - 325 mg Tablet Generic Name: Oxycodone-Acetaminophen	\$15.00
Singulair 10 mg Tablet Generic Name: Montelukast	\$40.00
Diovan Hct 160 - 25 mg Tablet Generic Name: Valsartan-Hydrochlorothiazide	\$20.00

Motivational Interviewing

- All HCS Care Managers are Registered Nurses, who receive ongoing training in **Motivational Interviewing**.
- Motivational Interviewing is a specialized evidence-based form of coaching using collaborative conversation.
- It is aimed at positive behavioral change. **Instead of simply telling a member what to do, Motivational Interviewing asks carefully structured questions to help patients to recognize their own lifestyle issues, discover their own interest in change, and identify solutions that will work for them.** The principle behind this is to drive change from within.
- By carefully guiding patients to recognize and overcome their own resistance to change, our nurses **can achieve better outcomes than they would by simply telling a member what they need or have to do.**

Member Case Study

Background:

- This 56 year old male has been treated for diabetes, hypertension, and hyperlipidemia. He was also morbidly obese with BMI 45. He was not exercising and had not been following a healthy diet.

Interventions:

- Motivational Intervention was conducted, and he was encouraged to make time for healthier eating. His nurse helped member explore opportunities to improve his food choices and increase his exercise levels. Positive changes were reinforced.

Results:

- He identified and put into place realistic dietary changes. The member began following a healthier diet and lost 48 pounds. His A1C remains within normal limits at 6.3. He is firmly committed to continuing to eat well and exercise in order to improve his overall health.

Member Endorsement Letter



(Date)

Dear Member,

As part of your current health insurance plan and in conjunction with The Jefferson Health Plan, we are introducing a new program that is designed to help employees and their family members improve their overall health.

We are Healthcare Strategies (HCS), an independent company, that will making our HealthReach program available to all plan members effective January 1, 2019. This new program replaces the Optum program that was previously in place.

HealthReach provides ongoing education, support, and mentoring to employees and their covered dependents that live with challenging medical conditions, like diabetes, heart disease, cancer, etc.

The Jefferson Health Plan has partnered with HCS because they are committed to the organizations they represent to improve the health of the employees and their families. By improving the overall health of the population, JHP believes that together we can have a favorable impact on the cost of the medical plan — which will enable your organization to continue to provide competitive benefits at an affordable cost in the years to come.

Also, as part of our HealthReach program, the partnership with JHP includes additional components to help increase awareness and overall health. For instance, members will receive alerts about preventive and chronic care they should be getting (i.e. checkups, diagnostic screenings, etc.) based on their individual health status and age. Your doctor will receive the same information, so you can discuss your needs with him or her at your next visit.

The HealthReach clinical staff at HCS does not work for The Jefferson Health Plan or any of the health insurance companies that they are associated with, and all communications between selected members and the HealthReach RN Care Managers remain completely private and confidential.

If you are contacted by an RN Care Manager from HCS, we encourage you to take the call to address any issues that you may have and learn how to make the necessary changes for a healthier future.

You will receive more information on the HealthReach program in the coming weeks and months. In the meantime, if you have questions about the HealthReach program, contact your Human Resources Director, who can provide additional details.

Sincerely,

David A. Lauritzen
Chief Operating Officer
Healthcare Strategies

Communication Pieces




New Program for 2019

Take the Call Today, Healthier You Tomorrow!

Starting on January 1st 2019, in conjunction with your health plan and Jefferson Health Plan, HealthReach is a new program to help you stay healthy and compliant with your medical care.

HealthReach Care Management is simple, easy, and flexible with your schedule. Your dedicated Care Manager can help you set health goals, prevent future health complications, explore new treatment plans and more.

To help you become the best possible you, our partner vendor HealthCare Strategies, Inc. (HCS) is offering the HealthReach Care Management program to you, free of cost! If you are contacted by a Care Manager from HCS via mail or phone, we highly encourage you to **take the call** and participate in the program.

Call Us For More Information!
800.582.1535 

By taking the call today and speaking with a care manager, HCS can help you stay healthy and reduce over all costs.

It's as easy as...

- 1 Take the call
- 2 Speak with your Care Manager
- 3 Take control of your health!

Enroll Today!
www.hcare.net
800.582.1535



HealthCare Strategies

Welcomes You To
HealthReach



HCS Advocacy



Case Study



Maximizing Clinical and Financial Outcomes

The Client:

(Before HealthReach)



9,000 Employees



Double-digit renewal increases



Projected expenses more than health plan reserves



At risk of losing health plan for members

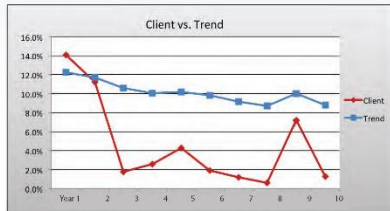


Considered a reduction of plan benefits and increased cost sharing by the employees

Ten Years of Proven Results

Having the experience of double digit trends of 10-14% year over year which threatened the viability of this plan, they began a program to reduce costs and improve the health of their members.

HealthReach Predictive Care Management, the flagship program of HealthCare Strategies was implemented in year 1, and an incentive was added the following year. In year 2, the HealthReach program participation increased to over 93% and the trend dropped to less than 2%.



*Trend based from national consulting house specific to region



The Solution:

HealthReach Population Risk Management



Coordinated approach combining risk analytics with a clinical intervention platform



Proprietary Risk Identification



Uses Eligibility, Medical, Pharmacy, Lab, Biometric and HRA data



Provides Care Coordination for all risk levels including communications with providers



All clinical staff are Registered Nurses

Reversing the Trend

1. Cardiovascular claims cost dropped to #4 (from #1)
2. Genetic Blood Disorders now #1
3. Members living 4 years longer (plan actuary)
4. Plan increased Benefits during this time:

- Reduced copays across the board
- Eliminated deductibles & copays for lab & diagnostic-rays
- No copays or deductibles for diabetic supplies

HCS In The Marketplace

HealthCare Strategies, Inc. (HCS) has been an innovative national leader in healthcare management for over three decades.

• HCS has pioneered initiatives such as predictive modeling, based on clinical and financial data to identify the most impactful risk within a population

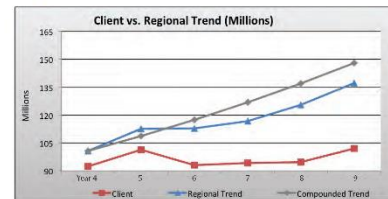
• HCS has patient-focused processes that consistently yield exceptional results

• HCS has developed programs that transcend traditional Disease management and wellness programs

Other services include:

- Utilization Review
- Large Case Management
- Maternity Management

\$161+ Million Saved Over 5 Years*



*Per plan actuary

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For Follow-up and Additional Questions

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