

# Chronic Condition Management

Our Chronic Condition Management program takes a proactive approach to promoting healthy behaviors that improve outcomes and control healthcare costs.

## HealthComp's Chronic Condition Manage-

**ment** program practices Population Health Management, a holistic approach towards wellness and chronic care management that promotes healthier outcomes across the full continuum of care. As part of this program, we utilize evidence-based tools and proprietary algorithms to assess a member population and stratify its members based on their determined risk profile. This allows us to better understand a member population and to develop personalized services and interventions that target the member's risk profile and needs.

## Keeping Members Healthy

Wellness and prevention services form the foundation of this program. Using evidence-based tools, our team identifies members who have yet to access age-appropriate preventive care services and encourages them to utilize these benefits. Preventive benefits may include cancer screenings, physical examinations, immunizations and well-baby check-ups. By encouraging members to embrace healthy behaviors and to utilize the services that are available to them, we can mitigate health risks and reduce healthcare expenditures. This program also promotes wellness across the entire member population through educational materials and health appraisals. Quarterly reports are reviewed to measure the effectiveness of this program.

## Wellness and Prevention Interventions

- Health risk assessments
- Wellness newsletters and educational resources
- Personalized preventive care reminders
- Educational materials on specific health conditions and illnesses
- Personal coaching
- Age-appropriate vaccinations
- Primary care for evidence-based preventive care

## Return on Investment

- ✓ The patient takes a more active role in their health.
- ✓ Risk analysis identifies potential high-dollar claimants before medical costs escalate.
- ✓ Referrals to Case Management and other services ensure that patients with complex issues receive ongoing, personalized support.

## Identifying Emerging Risks

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This component of the **Chronic Condition Management** program works to proactively identify and assist members who are at-risk of developing serious health conditions. Using a proprietary algorithm, **HealthComp** assesses the member population and identifies members with emerging risk factors, including elevated BMI, behavioral health issues, etc. Our nurses reach out to these members and engage them in motivational interviews to discover key motivators and understand their willingness to change. These findings are used to develop a personalized set of recommendations to address the member's emerging risks before they can develop into serious health conditions.

## Managing Chronic Conditions

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Our **Chronic Condition Management** program assists members with the following chronic illnesses: Diabetes, pulmonary illnesses (Asthma & COPD), and cardiac conditions (high blood pressure & high cholesterol). This program is intended to motivate patients to engage in better self-care, follow recommended treatment regimens, and pursue healthier lifestyles. Encouraging patients to be active participants in their health facilitates better outcomes for members and lowers healthcare costs for employers.

Candidates for this program are identified through a combination of data analysis, utilization reviews, referrals (from our Customer Service department and from HR administrators), and health risk assessments. Our nurses conduct motivational interviews with program candidates and develop customized, condition-specific care plans that emphasize self-care, resolve gaps in care and improve the continuity of care. Interventions may include

### Preventive Care Reminders

- Cervical screenings
- Colonoscopy screenings
- Pap smears
- Prostate cancer screenings
- Dental care
- Mammograms
- Nutrition
- Immunizations

### Chronic Condition Management Interventions

- Referrals to Case Management and other specialty programs
- Medication review
- Disease education
- Assistance with providers
- Condition-specific diagnostic testing
- Health and lifestyle changes
- Information on community- and employer-sponsored resources
- Nursing support

providing patient and family education, coordinating care with providers, specialist referrals, obtaining medical supplies, and providing information on support groups and community resources. The **Chronic Condition Management** staff also provides emotional support to patients and their families.