

A Case for CARE

CARE Mission

Our CARE programs offer an inclusive approach to helping all members live healthier, more productive lives, across a spectrum of need.

- Our **clinical** experts meet members where they are – **empowering** them and **advocating** for their needs while helping them navigate their specific condition(s).
- We provide members with reliable sources of information for education and reminding them that it is ok to work with the doctor as a partner and ask questions.



CARE Management

Offering an inclusive approach to help members live healthier and productive lives

Utilization Management

Monitoring cases for appropriate care

- Prior authorization for medical necessity
- Determination of inpatient length-of-stay and appropriate level of care
- Uses established clinical guidelines with oversight from medical directors



Ongoing Condition CARE

Mitigating impact of chronic medical conditions

- Personal health coaching
- Targeted member messaging
- Educational information
- Online resources
- Incentive administration



NurseLine

Steering member to appropriate care

- 24/7 health care advice
- Answering questions about medical issues
- Offering guidance as to where to receive the right care
- Resource for appropriate use of medication and lower cost options



Complex Condition CARE

Coordinating complex and catastrophic cases

- Neonatal intensive care (NICU)
- Transplant
- Oncology care
- Behavioral health and substance use disorder with discharge support



Maternity CARE

Reducing risk of costly pregnancies

- Preconception counseling
- Prenatal information
- High-risk pregnancy identification
- First year of life education



Tobacco Cessation CARE

Supporting sustainable behavior change

- Personal health coaching
- Member engagement campaigns
- Educational information
- Focused intervention for me





Here for you in times of crisis

- Understanding and coordinating treatment from the beginning of your care to recovery
- Helping you look at treatment needs and options under the direction of your doctor
- Serving as your advocate with your benefits administrator
- Providing an understanding of any complex clinical questions or issues
- And help you have a better understanding of your health

Utilization Management

Monitoring cases for appropriate care



Program includes:

- Prior authorization for medical necessity
- Determination and ongoing management of inpatient length of stay for both medical and behavioral care
- Identification and steerage to Complex Condition CARE programs
- Review of clinical guidelines with medical director oversight

Utilization Management nurses:

- Monitor all cases from prior authorization through discharge
- Provide clinical oversight and coordination with facility
- Follow evidence-based guidelines to determine appropriate level of care and treatment

Complex Condition CARE

Coordinating complex and catastrophic cases



Program includes:

- Identification and management of complex cases such as NICU, Transplant, Oncology, Behavioral Health and high risk maternity
- Member advocacy
- Support for patients and caregivers
- Interface with providers, stop loss, EAP

Complex Condition CARE nurses:

- Facilitate communication and coordinate care between physicians and other care providers
- Manage cases from diagnosis to conclusion
- Match interventions with identified risks to foster patient self-management
- Educate on primary care/prevention, behavior modification and maintaining successful lifestyle changes
- Excel in patient advocacy and care

Maternity CARE

Lowering the risk of costly pregnancies



Program includes:

- Preconception counseling
- Prenatal information
- High-risk pregnancy identification
- Personal contact each trimester
- Case management for “high-risk” mothers
- First year of life education

INCENTIVE:

Members delivering at Parkland and completing the program pay a \$500 flat fee for all services, including anesthesiologist and facility charges.

NEW: Deliver at Parkland AND receive prenatal care at the Parkland Employee Women’s Wellness Center (EWWC), pay a flat \$250 fee

Maternity CARE nurses:

- Helps identify potential problems that may occur during and after a mother’s pregnancy
- Provides education and coaching on pregnancy-induced hypertension, premature birth, low birth weight & pregnancy related stress
- Assess for post partum depression
- Ensure mother has everything for baby care

Maternity CARE

Member Success Story



This was Jaime's first pregnancy. She had a history of urinary infections and asthma and experienced low iron counts during her pregnancy.

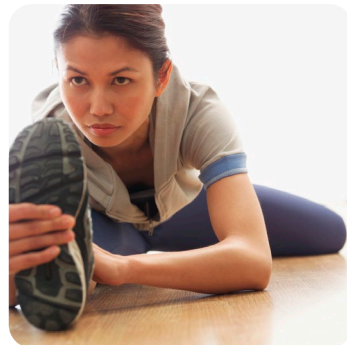
Jaime joined the UMR Maternity Management program to ensure she did everything she could to have a healthy pregnancy and delivery without complications. She wanted to avoid asthma flare ups, increase her iron counts and improve her energy levels. In addition, Jaime wanted to increase her fluid intake and avoid complications related to urinary infections, dizzy spells, and preterm labor.

Jaime and her maternity management nurse discussed the impact of anemia, asthma, and urinary infections. She set goals to improve her activity level, increased her diet with iron rich foods and was compliant with taking her prenatal vitamins and iron supplement. She was able to avoid complications related to low iron counts, asthma, and urinary infections. She avoided a preterm delivery, low birth weight, and preeclampsia. She was able to deliver a healthy baby girl at term gestation.

After participating in the maternity management program, Jaime stated the program was so helpful in easing her anxieties regarding her pregnancy. She was able to ask questions, had wonderful support and received very helpful information about nutrition, exercise and warning signs and symptoms to watch for during her pregnancy.

Ongoing Condition CARE

Mitigating impact of chronic medical conditions



Program includes:

- Personal health coaching
- Targeted messaging regarding gaps in care
- Education information
- Online resources
- Conditions managed include:
 - Asthma (Adult/Pediatric)
 - Diabetes (Adult/Pediatric)
 - Coronary artery disease
 - COPD
 - Heart failure
 - Hypertension
 - New conditions added in 2022
 - ALS, Multiple Sclerosis, Myasthenia Gravis, Rheumatoid Arthritis, HIV, Hep C, Sickle Cell Anemia, Ulcerative Colitis, Crohn's Disease, Breast, Prostate, Colorectal and Lung cancer, Chronic Kidney Disease

Members may be eligible to earn a \$100 prepaid reward card or diabetic medication co-pay waived for program participation

Ongoing Condition CARE nurses:

- Follow evidence-based guidelines to help patients with a chronic condition
- Match interventions with identified risks to foster patient self-management
- Educate on primary care/prevention, behavior modification and maintaining successful lifestyle changes
- Excel in patient advocacy and care

Ongoing Condition CARE

Member Success Story



James was in his early 40's and had been diagnosed with diabetes and hypertension. He enrolled in UMR's Disease Management program with a goal to improve his nutrition, to feel better and to improve the management of his conditions. When James enrolled in the program, he learned about carbohydrates and reading food labels. The Disease Management nurse reinforced benefits of monitoring finger sticks and reading food labels to become familiar with carbohydrates and incorporating them along with exercise as well as the benefits of checking his blood pressure at home.

The nurse and James set a goal to reduce his HgbA1c level to 7.9% or less to improve control of his diabetes, as well as improving his understanding of condition and self-management techniques. James also set a goal to improve his understanding of his hypertension and self-management techniques to ensure it is under good control.

As a result of participation in the UMR Disease Management program, James's company offered a medication incentive which has helped him to be more compliant with his treatment plan. James has started taking his medication as prescribed, eating healthier and monitoring food labels. He has become more familiar with how his nutrition intake affects his blood sugar levels. His hemoglobin A1c (three-month blood sugar average) improved from an 8.2 to a 7.1. As well, he received a blood pressure cuff for program participation, and he is able to monitor his blood pressure daily at home. His blood-pressure has improved to normal limits, dropping from 150/79 to 120/70.

James commented "The program and the calls were very nice and were helpful to support me on my journey to improve my health!"

Tobacco Cessation CARE

Supporting sustainable behavior change



INCENTIVE:

Members eligible to earn a \$100 prepaid reward card for program completion!



Program includes:

- Personal health coaching
- Member engagement campaigns
- Educational information
- Focused intervention for members who commit to a quit date
- Follow-up coaching calls at 6 & 12 months to reduce relapse

Tobacco Cessation CARE coaches:

- Works with the member for the duration of the program
- Provides shared decision making and goal setting to define a personalized quit plan
- Provides encouragement and acts as an accountability partner
- Educates participant on harmful physical effects of tobacco and nicotine use and health benefits of tobacco and nicotine cessation
- Helps participant understand their relationship with tobacco/nicotine and tobacco/nicotine triggers

NurseLine

Steering members to appropriate care



Program includes:

- 24/7 health care advice
- Audio health education library
- Language line translation service
- Live online Nurse Chat service on **umr.com**

NurseLine nurses:

- Answer questions about any medical issue
- Teach or answer questions regarding appropriate use of medication and perhaps lower cost options
- Offer guidance as to where to receive the right level of care
- Promote ideas for adopting healthy lifestyle behaviors



To connect with a CARE program, call the number on your ID card:
877-370-0320

Thank you!