

Care Management

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First Health® Care Support Program

- ‡ Promote effective, clinically valid treatment that is consistent with:
 - High quality patient care
 - Effective medical cost management
 - Optimal health and productivity outcomes



Characteristics

Focused interventions determined by:

- Patient-specific circumstances
- Risk potential
 - Cost
 - Quality
 - Clinical outcome
- Evidence-based best practices



Scope

- # All levels of care
- # All sites of care
- # Assessments and determinations:
 - Prospectively
 - Concurrently
 - Retrospectively



Health/Illness Continuum

Generally Healthy	Acute / Time Limited Condition	Chronic Condition	Severe Chronic Condition
<p>Support Goal:</p> <ul style="list-style-type: none"> • Maximize health 	<ul style="list-style-type: none"> • Recovery at maximum functioning possible 	<ul style="list-style-type: none"> • Maintenance of activities of daily living 	<ul style="list-style-type: none"> • Maximum level of functioning possible • Family support
<p>Support Activities:</p> <ul style="list-style-type: none"> • Channeling • Information • Medication support program 	<ul style="list-style-type: none"> • Channeling • Hospital review • Screening <ul style="list-style-type: none"> • Case management • Disease management • Compliance with treatment plan 	<ul style="list-style-type: none"> • Disease management <ul style="list-style-type: none"> • Education • Patient support • Overall compliance with treatment plan, including medication 	<ul style="list-style-type: none"> • Case management • Overall compliance with treatment plan, including medication • FBO



Disease Management: Why?

- ⌘ Chronic conditions generally:
 - Are costly, but controllable
 - Have frequent but avoidable acute episodes of care
 - Affect a large patient population
- ⌘ Disease management provides an opportunity to improve outcomes and help control costs using evidence-based best practices



Disease Management: Why?

- # Estimates indicate that individuals with chronic conditions account for:
 - 80% of hospital admissions
 - 90% of inpatient days
 - 75% of total prescription costs
 - 70% of lab and x-ray charges

* Health Care Advisory Board - The State of U.S. Health Care April 1999



First Health® Care Support Program Disease Management Conditions

- # Diabetes
- # Asthma
- # Congestive heart failure (CHF)
- # HIV
- # Women's Health
 - ◆ high-risk maternity
 - ◆ breast cancer
 - ◆ healthy lifestyles post-menopause
- # Atrial fibrillation
- # Depression
- # Post-heart attack
- # Hepatitis C
- # Organ transplantation



Early Identification for Disease Management

Multi-source triggers

- Pharmacy claims
- Medical claims
- Member Service calls
- Clinical management activity
- Chronic disease notification or related outreach



Disease Management Triggers

Population triggered

- Clients with real-time Rx triggers have 5% of their population triggered for disease management
- Clients without real-time Rx triggers have 0.1% of their population triggered

Current case trigger sources

- | | |
|-------------|-----|
| ■ Pharmacy | 73% |
| ■ Colleague | 15% |
| ■ Diagnosis | 7% |
| ■ Claims | 5% |
| ■ Other | 3% |



Care Support Can and Should Be Measured in Five Ways

- Financial impact
- Member clinical status
- Process/compliance
- Member experience
- Productivity

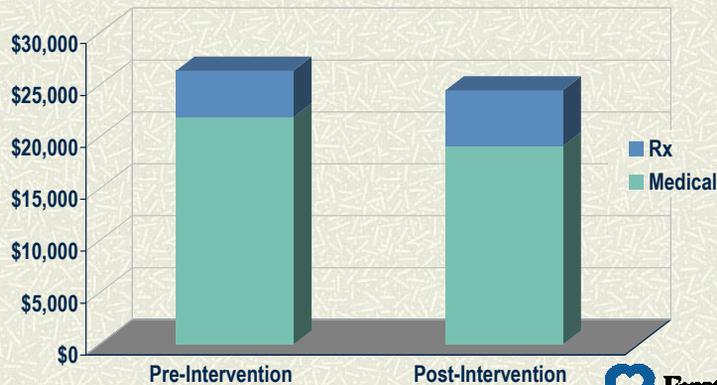


Financial Impact - 2001

	PMPY	% Change
Medical Charges		
Pre-intervention	\$21,853	
Post-intervention	\$19,082	-12.7%
Pharmacy Charges		
Pre-intervention	\$4,504	
Post-intervention	\$5,376	19.4%
Overall Charges		
Pre-intervention	\$26,357	
Post-intervention	\$24,459	-7.2%



Combined Medical and Rx Charges



Member Clinical Status

- # **Asthma:** 63% report more frequent use of their peak flow meter
- # **Heart failure:** 62% report more frequent weight monitoring
- # **Diabetes:** 69% report more frequent blood sugar monitoring
- # **Heart attack:** 100% of members report more frequent use of aspirin



Member Compliance

- # 60% report increased compliance with prescribed medications
- # 74% report a better understanding of their condition



Member Experience

- # 93% report being satisfied or very satisfied with their nurse case manager*
- # 91% report being satisfied or very satisfied with the care support program
- # 94% would recommend care support to family or friends in need

*First Health nurses cannot diagnose, prescribe or give medical advice.
All treatment decisions are between the member and his/her doctor.



Member Productivity

- # 56% report taking less time off from work
- # 71% report being more productive while at work



In members' own words...

- # "The nurse answered questions I forgot to ask the doctor."
- # "I didn't know anything about diabetes or how to care for it. I was scared. The nurses help me to understand and care for myself...I thank God for them."
- # "My nurse was very good... gave us some good suggestions to consider for my problems. It gives me encouragement to know someone else was concerned about me!"
- # "I have learned several things that I wouldn't have known or been told if it wasn't for my case manager."



In members' own words...

- # "Makes me feel my insurance company cares for me personally, not just as a number."
- # "My case manager was wonderful in every way. Funny, informative, calmed me down."
- # "It has cut my doctor visits in half. I have never had an insurance company that has been so helpful."
- # "[I am] more consistent with taking the asthma medication."
- # "I asked better questions when I went to see my doctor."
- # "Helped me to lower my daily numbers."
- # "Got me started using a peak flow meter."

