



## ConditionCare Program Overview

**ConditionCare is designed to help improve health outcomes and control expenses associated with specific conditions.**



# Managing Chronic Disease

Although a large concentration of wellness programs are in place to prevent disease and disability, we must recognize that a portion of our members are living with chronic illness and can greatly benefit from disease management programs and wellness.

- Half of all American adults have at least one chronic condition (CDC)
- Most common include heart disease, stroke, diabetes, cancer, and arthritis
- Almost one of three have multiple chronic conditions
- Leading preventable causes of premature death
- Substantial cost to patient's livelihood and financially for medications and healthcare if not managed well





# ConditionCare: Program Overview

**ConditionCare uses a collaborative and holistic health management approach to help members better manage the following prevalent, high-cost conditions:**

- Asthma (pediatric & adult)
  - 2,169 members under management\*
- Diabetes (pediatric & adult, Type I & Type II)
  - 1,765 members under management\*
- Chronic Obstructive Pulmonary Disease (COPD)
  - 425 members under management\*
- Coronary Artery Disease (CAD)
  - 544 members under management\*
- Heart Failure (HF)
  - 107 members under management\*



\* 2014 State Health Benefit Program Report

## ConditionCare: Goals

The ConditionCare disease management program addresses five impactable conditions and seeks to help:

- Increase participant **self-management** of conditions
- **Support** physician's plan of care
- **Decrease inpatient admissions** and length of stay; lower health care utilization
- Increase adherence to **evidence-based guidelines** for care
- Enable **overall health** improvement
- **Identify signs of depression** and advise on access to appropriate behavioral health resources

## ConditionCare: Key Features

### ConditionCare program features include:

- **Access to Nurse Care Managers** available for one-on-one lifestyle and condition management coaching and intervention
- Support from **multi-disciplinary team** of health professionals such as dietitians, pharmacists, health educators, social workers and more
- 24/7 toll-free **access to health professionals**
- Condition-specific educational materials, as well as **health and wellness resources**



## ConditionCare: Asthma

**ConditionCare: Asthma program helps members identify and manage potential asthma triggers within their environments.**

- Participants with Asthma receive support to help improve self-management including:
  - Following an asthma self-management action plan
  - Taking appropriately prescribed asthma medications
  - Guidance on proper use of inhaler and nebulizer devices as needed





## ConditionCare: Diabetes

**ConditionCare: Diabetes program provides ongoing support for members to help prevent acute health events and related costs.**

- Participants with Diabetes receive support to help them:
  - Follow a diabetes self-management action plan
  - Taking diabetes medications as prescribed
  - Stay on track with in-depth and regular screenings, such as screenings for A1c (blood sugar), kidney function, blood lipids, blood pressure control and more



# ConditionCare: Ongoing Management

## ③ Ongoing Management

Nurse care managers contact members to provide ongoing assessment, monitoring and education. Frequency is based on risk factor

**Low Risk Participants** receive education, support & self management tools.

- Access to a nurse 24x7
- Educational newsletters
- Monthly re-stratifications

**High & Moderate risk participants** Targeted intervention focused on condition stabilization and Intensive intervention for health & cost optimization

- Nurse care manager outreach
- Holistic assessment
- Comprehensive care plan
- Depression screening
- Pharmacy counseling
- Dietary Counseling
- Access to a nurse 24x7
- Educational newsletters
- Monthly re-stratifications

**Moderate risk participants are managed on average for 6 months, high risk participants for approx. 9-12 months.**

Members can contact nurse care managers at any time to ask conditions-related questions, no matter the risk level  
Bilingual Nurses and Network Services Language Line – more than 100 languages accommodated



# ConditionCare: Medical Guidelines

**ConditionCare programs adhere to nationally-accepted medical guidelines to help ensure clinical excellence in program delivery.**

**Guidelines established by organizations like:**

- American Diabetes Association
- American College of Cardiology
- American Heart Association
- Global Institute for Chronic Obstructive Lung Disease
- National Heart, Lung, and Blood Institute
- Health Plan Employer Data and Information Set (HEDIS®)



## ConditionCare: Results

ConditionCare delivers results that can have a positive impact for both employers and members.

- Our ConditionCare disease management programs **report an ROI of at least \$2:\$1 or better**<sup>1</sup>. That means for every dollar invested our customers realize \$2 or more in savings.
- Members participating in ConditionCare gave the program **high marks for overall** value and satisfaction in a recent survey<sup>2</sup>:

**89%**

feel the program helped them understand how to set condition related health goals<sup>2</sup>.

**91%**

of those who spoke with a nurse as part of their program participation gave an excellent rating of their experience<sup>2</sup>.

**3 out of 4**

feel the information, tools, and services provided by the program motivated them to meet health goals<sup>2</sup>.

**50%**

of participants credit the program with helping them miss fewer days of work.

<sup>1</sup>Internal Health and Wellness Solutions data study and Actuarial validation, 2009

<sup>2</sup> Internal Health and Wellness Solutions Q3 2013 Member Satisfaction Study (participants)

# ConditionCare: Member Feedback

- As a result of discussion with ConditionCare, I have been successful in **losing weight and reducing the number of medications and dosage.**
- I enrolled my husband for this program to help him in his constant fight with Diabetes. It also **helps me as his wife and caregiver.** Thanks for your support.
- I found the interaction with my nurse counselor very beneficial. We had rapport which **generated trust in her advice.** She genuinely cared for me in improving my health condition. I was very disappointed when I was 'graduated' out of the program. The program helped me evaluate the quality of care provided by my physicians.
- I just want to say that as an adult that developed asthma after the age of 50, it was **very good to learn things about my disease that I may not otherwise have found out about.** I found the nurses to be very informative. Equally important in the early stages was the personal interaction with people who **were knowledgeable of what I was going through and empathetic.** Your family gets tired of hearing about it. Sometimes it just felt good to talk to someone else in detail about it. I knew they truly knew what they were talking about. I found their compassion and empathy to be a huge part of my success. Thank you Anthem. I am a benefits administrator and will continue to fight to be able to keep Anthem in my life!

# Promoting Programs in the Workplace

Wellness Coordinators can:

- Play the ConditionCare member engagement video at meetings or on your HR resource webpage or intranet. <http://wellnesscalendar.anthem.com/NH/>
- Provide fliers at Open Enrollment meetings, new employee orientations, or employee newsletter
- Present this overview to employees at a lunch and learn event or invite Mike or Lisa in to present

We will be:

- Referring employees to the program at Know Your Numbers screenings
- Including a flier in the State new hire Anthem folders
- Mailing a postcard about ConditionCare to all state employees in December
- Member registration campaign during Open Enrollment





# ConditionCare: Provider Engagement

ConditionCare encourages physician feedback and collaboration to help improve program outcomes. Our multi-level approach to collaborating with physicians includes:

- **Introducing** physicians to the program and explaining how to conduct referrals
- **Notifying** physicians of their patients' participation in program
- **Encouraging** participants to follow physician's plan of care
- **Identifying** provider community-based services that integrate with our programs
- **Conducting** and analyzing provider satisfaction

