



### Taking Advantage of Health Management Programs Offered by Your Health Plan

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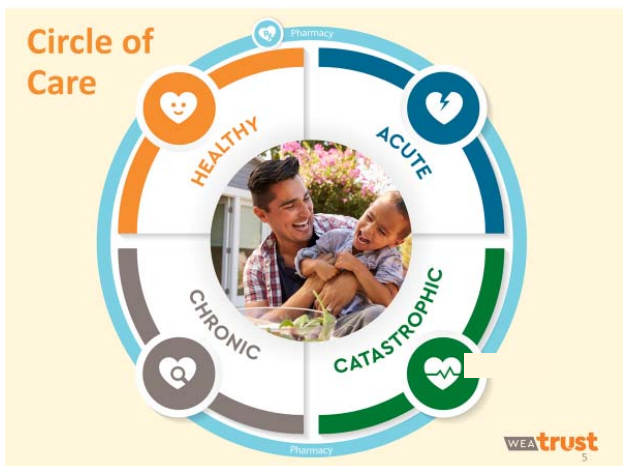
### Objectives

- ▶ Create awareness of population health programs that may be offered by your health plan
- ▶ Discuss the benefits of utilizing those programs
- ▶ Highlight programs offered by NeuGen and outcomes
- ▶ Provide resources for each service



2

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3

### Healthy Members



#### Vitality

- ▶ Health risk assessment
- ▶ Biometrics
- ▶ Personalized approach and rewards
- ▶ Engages members and motivates healthy choices
- ▶ Easy to use mobile app and portal



4

4



5

### AmWell Testimonials

- ▶ “We used Amwell for my son, he had a really bad cold with a fever. We had gone to the actual doctor a day or two before and they didn’t do anything for him, they told us that if he didn’t get better in a two days to bring him back. We ended up using Amwell the very next day and within two minutes I had a prescription waiting at our pharmacy.” –Chelsie, WEA Trust Member
- ▶ “At first [my hesitation] was how long would it take and the charge. After it only took ten minutes and it was only \$5-- it was just great. The fact that they send a follow up email about what they prescribed and talked about—to have that at your fingertips is powerful.” – April, WEA Trust Member



6

6

## Low Back Pain Program

Elements clinically shown to have significant impact on outcomes and cost

- ▶ Multi-level screening
- ▶ Algorithmic decision support
- ▶ Evidence-based care
- ▶ Mobile engagement
- ▶ Monitored population management

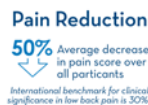


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7

7

## Kiiio – Another Client’s Experience



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8

8

## Member Feedback

“I’ve been enrolled in your Kiiio program for my back. I’ve been on it for quite a while now and the results are phenomenal. It’s really helped me out. I’ve had no back issues. I don’t believe I’ve been to a chiropractor since I’ve been on the program. I just want to say thank you and have a good day.”

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9

9

## Solutions for Chronic Conditions



- ▶ Empower members with chronic conditions to get evidence based care & adhere to medications
- ▶ Diabetes – Livongo, WIHA
- ▶ Mental Health – Amwell, opiate safety, pharmacogenomics pilot
- ▶ Low Back Pain – Leveraging Kiiio
- ▶ Clinical Pharmacist evaluation and education on polypharmacy

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10

10

## Community-Based Diabetes Health Education

- ▶ Proven to
  - ▶ Improve self-management skills
  - ▶ Reduce diabetes distress
  - ▶ Improved blood glucose control
  - ▶ Reduced ER visits 53%
  - ▶ Reduced hospitalization 22%
  - ▶ 24% reduction in health system encounters
- ▶ Six, once-weekly, 2 ½ hour sessions
- ▶ No cost to members or groups
- ▶ High satisfaction and graduation rate



A diabetes diagnosis brings big changes. Find solutions that work for you.

wiha  
Wisconsin Institute for Healthy Aging

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11

11

## Livongo: An Innovative Solution for Diabetes Management

Better Diabetes Management

- ▶ Connected glucose meter captures biometric data
- ▶ Data analyzed instantly, returning personalized advice and support
- ▶ Certified diabetes educators available 24/7

Less Effort

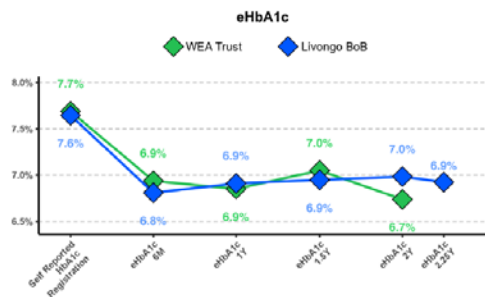
- ▶ Select care team
- ▶ In touch device automatically logs and shares data with care team
- ▶ Receive unlimited free strips/lancets



17

12

## Livongo – HbA1c Control



	Reg	6M	1Y	1.5Y	2Y	2.5Y
Clied N	356	249	125	69	18	
Livongo BoB N	44,155	21,929	12,243	4,699	2,004	1,295

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13

13

## Livongo – Member Feedback

"My mood has changed greatly. I do not spout off as quick as I used to."

"I'm more able to make the changes my doctor needs with the support I get from my Livongo counselor."

"It makes me think about what I'm eating and when and if my numbers are higher I can adjust what I eat."

"I have much more consistent blood sugar levels."

"I know if I have a poor reading and/or have questions it is comforting to know I can reach out and someone will answer."

"I am more confident when taking my readings that they are recorded and easy to use."

"More accurate readings of blood sugar levels and online tracking is nice."

"I have been a lot nicer @ home and work."

Member Quotes from Client Satisfaction Surveys

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14

14

## WEA Trust + CancerCARE

- ▶ Improving outcomes with high quality care
  - ▶ Diagnosis verification
  - ▶ Center of Excellence for difficult to treat and rare cancers
  - ▶ Treatment reviews
- ▶ Expert Oncology Nurse guidance and support



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15

15

## CancerCARE – Member Examples

- ▶ MD changed immunotherapy treatment frequency from every 4 weeks (off-guideline) to every 8 weeks (proven guideline)
- ▶ Improper work-up led to diagnosis of esophageal cancer, actually stomach cancer
- ▶ Requested treatment for newly diagnosed ovarian cancer, actually colon cancer

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16

16

## Steerage to High Value Providers

- ▶ SmartChoice MRI
  - ▶ \$100 Visa gift card from WEA Trust
- ▶ Nova Health (OSI)
  - ▶ 90 day warranty on procedures
  - ▶ Priority access within 24 hours
  - ▶ Bundled pricing on more than 50 procedures
  - ▶ \$250 Visa gift card from WEA Trust

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17

17

## Questions?



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18

18