

Partner Promise



Commitment	Timing	Desired Goal
High-Cost Claimant Assistance Outreach to high-cost risk Members with greatest predicted impact of intervention or cost reduction (medical/pharmacy combined) based on claims history.	Within 60 days of high-cost claims identification.*	<ul style="list-style-type: none"> • Reduce Member expenses, ensure Members' care needs are being met, help manage claim expenses.
Complex Care Support Outreach to Members with complex care needs based on claims history.	Within 30 days of identified need.*	<ul style="list-style-type: none"> • Support Members' care needs and cost-effective use of resources (provider network, Rx formulary, durable medical equipment, etc.).
Post Behavioral Health Inpatient Hospitalization Care Outreach to behavioral health inpatient discharges within 7 days of discharge date.	Available on Day One and on an ongoing basis.	<ul style="list-style-type: none"> • Ensure Member has access to follow-up care, support with referrals as needed. • Prevent readmission.
Site of Care Program (SOC) <ul style="list-style-type: none"> • Outreach to Member receiving specified infusions to assist with locating the most convenient, cost-effective locations for infusions, including their own home. • Offer Member incentives to encourage switching when applicable and incentives for each specified infusion at specific preferred provider locations. 	*Group will be enrolled on Day One and ongoing outreach will be made upon receipt of the initial request for a drug included in the SOC program.	<ul style="list-style-type: none"> • Make it easy for Members to adhere to treatment regimen with convenient and cost-saving locations. • Reduce claims expense, which could impact the group's renewal rate. • Reward Members with financial incentives.
ScriptSaver Program Outreach to Members to assist with saving money on Rx's.	Ongoing basis as claims are received.	<ul style="list-style-type: none"> • Save Members money and assist them with medication adherence. • Reduce claims expense, which could impact the group's renewal rate.
Price Assure Program Members benefit from a partnership between our pharmacy benefit manager (Express Scripts®) and GoodRx, which unlocks additional potential savings on generic medications at retail in-network pharmacies. Members pay the lower of their copay, pharmacy usual & customary cost or GoodRx price.	Group will automatically be enrolled in program on Day One .	<ul style="list-style-type: none"> • Offer Members a way to secure the lowest price for generic Rx's, helping them save money.
SafeGuardRx® Programs Members will have access to a suite of products offered through our pharmacy benefit manager (Express Scripts) to tackle difficult-to-manage conditions—combining specialized clinical support, patient engagement tools and effective cost containment strategies. More information can be found at www.safeguardrx.com .	Group will automatically be enrolled in program on Day One .	<ul style="list-style-type: none"> • These programs offer lower downstream medical and prescription costs, which will ultimately reduce claims expense and offer the potential to favorably impact the renewal rate.

Chronic Illness Support Program (CISP) Members have access to CISP on both non-HSA and HSA plans for asthma, coronary artery disease, chronic obstructive pulmonary disease, diabetes and hypertension. <ul style="list-style-type: none"> • Offers savings on prescription drugs. • Reduces out-of-pocket costs for routine care for physician visits and medical devices for outlined chronic conditions. 	Available on Day One and on an ongoing basis.	<ul style="list-style-type: none"> • Reduce the cost of care for Members and support increased adherence while also reducing complications from a given condition. • Offer potential to favorably impact the cost of claims and renewal rate.
Personal Health and Well-Being Coaching 1:1 coaching for Members via trained coaches on health and well-being matters including stress reduction and financial coaching.	Available on Day One and on an ongoing basis.	<ul style="list-style-type: none"> • Demonstrate a commitment to improving the health and well-being of employees and their dependents with a personal resource supporting employee retention.
WellRight® Wellness Platform <ul style="list-style-type: none"> • Digital wellness platform and app to assist employees and their dependents with wellness. • Wellness challenges and employee health trend analysis/reporting based on employees completing health assessment. • Group Administrators have access to Community Health Options' Wellness Program Manager. 	Available on Day One and on an ongoing basis.	<ul style="list-style-type: none"> • Demonstrate a commitment to improving the health and well-being of employees/dependents, supporting employee retention. • Offer an understanding of health conditions to address and improve claim expenses.
New Member Welcome Outreach <ul style="list-style-type: none"> • Personal outreach to new and renewing Members to introduce them to their benefits via email or phone. • Encourage portal setup and Express Scripts mail order setup. 	Within 90 days after the contract start date.*	<ul style="list-style-type: none"> • Help Members gain optimal use of the tools available to them. • Help Members save money and engage in wellness.
Dedicated Phone Queue for Group Administrator Offers rapid and efficient support.	With new contract and ongoing.	<ul style="list-style-type: none"> • Save Group Administrators time.
Member Services Advocates <ul style="list-style-type: none"> • Easy, access to Member Services, a team with a historic 99% satisfaction rate from Members. • Member Services Associates offer personal handoff to pharmacy or care management when Members need further assistance. 	With new contract and ongoing.	<ul style="list-style-type: none"> • Save Members time, support optimal use of benefits and resources.

*Demographic/claims data will be necessary to assist with employees' current health conditions. Additionally, employee emails and phone numbers are required to support outreach to Members.

NOTE: Reporting for groups of 100+ Members