Welcome

Mike Gendreau, Director, Outreach, Education and Communications, Community Health Options

Health insurance company
Licensed in Maine

Qualified Health Plan
(Marketplace certification)

Consumer Operated & Oriented Plan (CO-OP)

Non-profit (501(c)29)
How Population Health Helps Employers
Presenters:

Lori Fortier, RN, Care Manager

Tyler Tyburski, RN, Lead Care Manager

Disease Management & Wellness for Community Health Options
Agenda

• High level overview of Population Health
• Highlights of specific programs
• Partners, community collaboration, and pilot programs
• Questions
10,000 foot view: Population Health

• Everything starts at the beginning
• Designed with value in mind
• Benefit experts
• Patient advocates
• Member story: Care Coordination
• Wide array of expertise available
Programs: Outline

• Complex Care Management
• Complex Health Needs
• Disease Management
• Point of Service
• Preventative Health
• Targeted Outreach
Programs: NCQA

• Complex Care Management
  – Annual population assessment
  – Inclusion criteria
  – Teach back methodology and provider collaboration

• Disease Management
  – Chronic Illness Support Program
  – Targeted conditions
  – Standards of care and provider collaboration
Programs: Inpatient Support

• Transitions of Care
  – Pilot expanded
  – All unscheduled admissions to 12 hospitals now included

• Readmissions Prevention
  – Pilot 2016
  – Program 2017
  – Data reporting

• Maternity
Programs: Behavioral Health

• Behavioral Health Care Management
  – 7 days post discharge
  – Substance use and abuse support
  – Integration of behavioral health and medical care management

• Out of Network/Out of Area support
Programs: Meeting the Member

- Point of service support
- Streamlined for efficiency
- Will attempt to support any need/barrier and identify support resources:
  - Pharmacy
  - Durable Medical Equipment
  - Financial
  - Transportation
Programs: Targeted Outreach

• New Member Outreach
• Premium Assistance Program
• Medicare (turning 65 years of age)
• Plan level outreach
• Maternity
Partners: AAA, CCT, Amistad

- Community Care Teams (CCT)
- Area Agency on Aging
- Amistad
Community Collaboration

• Care Management Committee
• Coordinated efforts with many local organizations, highlighted by:
  – MaineHealth
  – Martin’s Point
  – MaineHealth Behavioral Health
• St. Mary’s Emergency Department
  Appropriate Utilization
Pilots and Projects

• Cancer Screening Awareness and Support Campaign
• Medication Safety, Persistent Medications
• Operational support for appropriate and consistent billing
Thank you and Questions?