

Disease management

Clinical outreach to members living with chronic conditions



Chronic health conditions are the single biggest factor driving costs for employer-sponsored benefits plans. On average, 17 percent of a population has one or more of these conditions¹, which can account for up to 50 percent of a plan's health care expenditures.

About 67 percent of those who visit the emergency room three or more times a year have a chronic condition², and these individuals are more likely to miss work through sick days or short-term disability. UMR can identify and engage those members of your plan population who are living with a chronic condition and would benefit from one-on-one assistance from a registered nurse coach.

How it works

We use medical and pharmacy claims data, along with prior authorization calls, clinical health risk assessments and program referrals, to identify members with one or more of the following conditions:

- Asthma (adult and child)
- Chronic obstructive pulmonary disease (COPD)
- Heart failure
- Coronary artery disease
- Diabetes (adult and child)
- Hypertension (high blood pressure)

We then invite these members to enroll in coaching with our team of chronic care professionals. Through a series of one-on-one coaching calls, our registered nurse coaches educate and empower members to effectively manage their condition and improve their quality of life.

Because living with these conditions can also affect an individual's mental and emotional health, our coaches are trained to manage depression as a comorbidity.

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DISEASE MANAGEMENT DELIVERS RESULTS

Employers typically earn a 3:1 return on investment¹, plus increased productivity and reduced absenteeism.

¹ UMR Health Management Dashboard, December 2014

² UnitedHealthcare National Accounts Claims Analysis January – December 2012



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TARGETED CONDITION MANAGEMENT

Customers who wish to focus on a particular condition or pair UMR's health coaching with their in-house clinical services may prefer a carve-out approach. UMR offers the flexibility to purchase standalone coaching for one or more of the following conditions:

- Asthma
- Diabetes
- Coronary artery disease
- COPD
- Heart failure

Member experience

Participants meet regularly with their personal health coach and together set achievable goals and strategies for improving their overall health. This starts with helping members better understand and follow their provider's treatment plan, including prescribed medications or related medical supplies.

When we spot a missed opportunity, such as a member failing to receive a clinically appropriate blood test or fill a prescribed medication, we mail that member a *HealthNote** with personal recommendations and questions to ask their provider.

In addition, participants learn self-care skills specific to their condition and ways to overcome contributing lifestyle factors such as tobacco use, unhealthy eating habits or a lack of exercise.

UMR provides award-winning print and electronic communications designed to educate and engage members. We also offer interactive tools and resources on umr.com, including Action Plan tutorials on healthy eating, physical activity and quitting smoking.

Impact

Disease management participants are better able to manage their condition to reduce their reliance on medications and avoid potential emergency room visits and hospitalizations. As a result, you can expect lower health care costs over time, along with more productive employees.

To learn more, please contact your UMR representative.

** HealthNotes mailings are included as a standard service with UMR's full disease management solution. They are available as an optional add-on service for customers who choose standalone coaching for targeted disease management conditions.*



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