



Integrated team care. Personalized treatment. Now that's Innovation

At Innovation Health, we care about the whole person (body, mind and spirit) and believe that everyone deserves to feel the joy of achieving their best health. Our focus is to help our members achieve their health goals, at any stage of life, with a dedicated support team.

The Innovation Health Multi-Disciplinary Care Team* helps high-risk employees and their dependents manage chronic conditions and get the support needed to lower their risks for certain diseases. Meeting in-person with the employee, our team is able to identify their needs and, in collaboration with their primary care physician, create an individualized care plan.

Here are some ways we can help:

- Helping members navigate a complex health care system
- Streamlining care and outreach
- Finding more services or programs that could be beneficial to the member's care.
- Conducting face-to-face visits and support calls to identify areas where there may be gaps in the member's care
- Empowering and inspiring members to meet their personal health goals

How it works:

The Care Team service is included at **no additional cost** to you and your employees. There's no need for precertification or a referral from a doctor. Based on information from medical claims, our Multi-Disciplinary Care Team identifies health plan members in need of support.

Personalized teams could consist of a:

- Medical director who provides leadership to the Innovation Health Multi-Disciplinary Care Team
- Nurse case manager (registered nurse) who finds resources to address gaps in care
- Pharmacist who works with the nurse case manager to address medicine management
- Social worker who addresses social and behavioral barriers to managing the member's health
- Registered dietitian who addresses nutritional issues related to diabetes

We are committed to helping our members get the care they need by working together with our members and their doctors.

*The care team does not provide medical care. They help members get the care they need.

Engagement = Results

72%

Engagement rate*

5.4%

30-day readmission rate
that's been decreasing since 2016**



24%

decrease

in avoidable medical bed days**



11%

decrease

in high-tech radiology visits**



Meet Liam***

Liam is a young boy who had been complaining about not feeling well and has lost a significant amount of weight. His parents tried to determine their son's illness, but the money spent on seeking treatment led to extreme hardships, including losing their home.

With the care team's help Liam was diagnosed and treated for an extreme case of inflammatory bowel disease. With treatment, he gained back around half of the weight he lost. We put his family in touch with a social worker who provided resources to help relieve the financial burden.

Liam is on the road to recovery and gaining weight while his family receives much needed assistance.

Contact your Innovation Health representative for more information.

*Sourced from monthly Medical Management & Quality reports by CHS Clinical Analytics – May 2019. Engagement Rate as % of Total Reached = Unique Mbrs Engaged / Total Reached. Active members = Innovation Health members who've participated in other care management programs.

**Admits/Visits/Bed days are calculated on a unit per 1,000 basis to normalize for population size changes. 30-day readmission rate has decreased 140 basis points since 2016. Actual results may vary, depending on a variety of factors including Innovation Health medical plan model. Data represents entire Innovation Health membership population. Data from: baseline period, January 1, 2016 – December 31, 2017; current period, January 1, 2018 – December 31, 2018 claims period through March 31, 2019.

***This represents a real case, but the name and other identifying information have been changed. The picture is of an actor.

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Together. Better Health.