

# Coordinated, personalized care. A seamless member experience.

Now that's Innovation

## Nurse concierges are looking out for your employees

Some members have conditions that, if left unchecked, could lead to extended illness. They don't want it to get worse. Neither do we. That is why Innovation Health created a program that features dedicated specialists to help them get the right care at the right time. We call them nurse concierges.

### How?

By looking at claims and electronic medical record data, our nurse concierges can identify members who need the most help. Our nurse concierges proactively reach out to help members access the health resources they need to effectively manage their conditions. Or, members can call a nurse concierge directly at **571-421-2810** (Monday to Friday 9:00 a.m. to 4:30 p.m.).

The nurse concierges are local, licensed RNs and LPNs. They'll help the member navigate the health system by identifying and scheduling medical appointments, educating them on their health concerns and more. And, they're always checking in to ensure the member is getting all the proper care and support they need – whether it's medical, pharmaceutical or social.

### Help is on the way

Our goal is to ensure members are getting the right care at the right time and in the right place. So, we've developed a targeted approach that focuses on three functional areas to determine the level of care required. These areas are:



1

#### Inbound calls

Assist members seeking help with care needs and provides education and referrals



2

#### Daily discharges

Reaches out to members recently discharged from hospital

Partners with the PCP to reduce and eliminate readmissions



3

#### Rising risk populations

Reaches out to members who are at risk for chronic conditions to provide education and referral help

\* The Nurse Concierge and the team of health care professionals do not provide medical care. They help members get the medical care they need.

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*Together. Better Health.*

# Engagement = Results

**↑ 300%**  
increase  
in engagement in 2018\*

**↓ 7%**  
decrease  
in emergency room visits\*\*

**↓ 13%**  
decrease  
in inpatient admits\*\*

**↑ 26%**  
increase  
in urgent care visits\*\*



## Meet Rebecca\*\*\*

Rebecca has a chronic medical condition and takes six prescription medicines. Recently, she was in the emergency room (ER) for anaphylactic shock.

An Innovation Health nurse concierge called her to make sure she knows why she was in the ER. And, wanted to determine if her chronic medical condition is well-managed and that she's taking her medications as prescribed.

Next, the nurse concierge helped schedule an appointment with her primary care physician so they could set up a good care plan post-ER visit. Without such a visit, Rebecca could have ended up back in the ER.

Contact your Innovation Health representative for more information.

\* Sourced from monthly Medical Management & Quality reports by CHS Clinical Analytics – March 2018 through April 2019.

\*\* Admits are calculated on a unit per 1,000 basis to normalize for population size changes. 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, 2017 – December 31, 2017; current period, January 1, 2018 – December 31, 2018 claims period through March 31, 2019.

\*\*\* Member name and other details have been omitted or fictionalized to protect the member's identity.

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