

Welcome

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

Health insurance company
Licensed in Maine

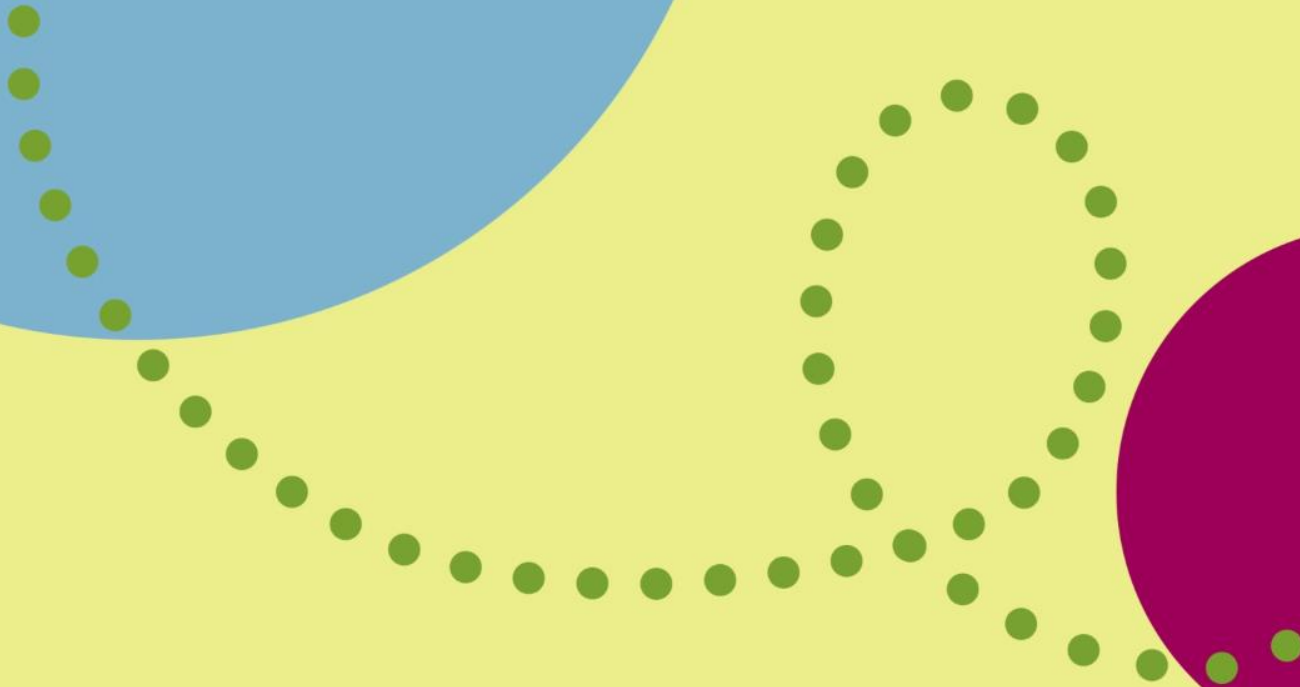
Qualified Health Plan
(Marketplace certification)

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?

