



OVERVIEW

Care Coordination



The key to lowering healthcare costs lies in improving long-term health management for high-risk populations — those with co-morbid chronic, complex medical concerns — through care coordination. Part of a value-based care approach, care coordination improves health outcomes while reducing unnecessary treatments, readmissions, and treatment redundancies. Equally important, care coordination can help provide an exceptional member experience and strengthen the primary care physician-to-patient relationship.

WHAT IS CARE COORDINATION?

Care coordination leverages a dedicated group of healthcare service providers (RNs, care managers, pharmacists, dieticians, etc.) who work with the patient and primary care physician to ensure the patient has the appropriate resources and continual guidance to adhere to their health management plan. Ultimately, care coordination helps ensure the delivery of appropriate healthcare services at the appropriate time and in the proper environment.

What are the Benefits of Care Coordination?

Care coordination lowers the total cost of care to self-insured employers, improves employee health outcomes long term, and empowers providers while providing benefits unique to each stakeholder.

<p>Patients</p> 	<ul style="list-style-type: none">• More engaged relationship with provider and care team• Greater cost- and time-savings• Better health outcomes over time
<p>Employers</p> 	<ul style="list-style-type: none">• Better population health management of high-risk groups• Improved cost-savings• A healthier, more productive workforce
<p>Providers</p> 	<ul style="list-style-type: none">• Continuous visibility into patient progress• Improved long-term patient health outcomes• Added support to reduce administrative burdens

Care Coordination: The Healthcare Highways Advantage

Unlike many health plans, Healthcare Highways' model of coordinated care is 100% embedded, ensuring no member is left behind. As part of a value-based, primary care physician-to-patient model, we provide personalized guidance to members, identify health risks earlier, provide more timely interventions, and provide better access to population health data for all stakeholders.

Healthcare Highways' care coordination model lowers the total cost of care while improving health outcomes.

In a single year, Healthcare Highways created marked improvement within an employer population of more than 139,000 members.

- Maintained a 40% engagement of high-risk patients.
- Reduced ER visits by almost 15% or 63 visits per 1,000.
- Lowered the total cost of care by \$10 million in a single year, including \$7.1 million in medical PMPM and \$2.9 million in pharmacy PMPM.



CARE DECISION SUPPORT

Helping members decide where and when to seek medical care.



QUALITY AND PREVENTION

Helping members use preventive measures to maintain a healthier lifestyle.



CHRONIC DISEASE SUPPORT

Helping members with chronic disease achieve and maintain their best health outcome.



COMPLEX CARE SUPPORT

Helping members achieve their best health outcome when facing a major health event.



MEDICATION SUPPORT

Helping members understand their medications and take them correctly and consistently.



TRANSITION OF CARE

Helping members come home from hospital or care facility.



Learn more about how our care coordination model fits within our ACO health plan. Contact Healthcare Highways at sales@healthcarehighways.com, 844-365-1630, or visit us at healthcarehighways.com.