



Harvard Pilgrim
Health Care

**"Guidance, support
and a personal
connection put
me on a path to
better health."**

**Care Management
Programs for
Fully Insured
Accounts**



The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.

Driven by data, our industry-leading programs ensure members receive timely support and ongoing advocacy.

Core Programs

Essential to all members



Disease Management

For members with chronic conditions such as:

- asthma or COPD
- diabetes
- heart disease
- depression, anxiety
- substance use disorders/addiction



Skilled Nursing Facilities and Rehabilitation

This program helps ensure appropriate admission, treatment and discharge planning through the support of specially trained nurses.



Health Coaching

Certified health coaches create individual action plans, providing direct support by phone and email to help each member achieve their health goals.



Hospitalization Care Coordination

- admissions and discharge planning
- ordering of medical equipment
- arranging for home visits

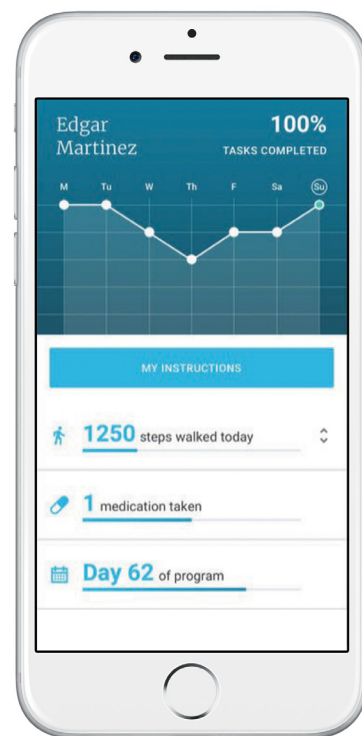


Healthy Pregnancy

Monthly check-ins (and additional outreach as preferred) ensure moms-to-be the healthiest possible pregnancy.

Members have their own “Nurse in the Pocket”

(and another ace up their sleeves!)



Free mobile app helps members stay on track with personal reminders, useful tools plus engaging, timely content.

More Care Options*

Prepared For CareSM – dedicated nurse care management

Helps members make informed health decisions and the most of their benefits and health care dollars.

RN—24/7SM – a toll-free nurse line

Confidential consultation via dedicated phone or email assists members with questions about medications, new diagnoses, and more.

*The cost of these programs vary; for specific pricing information, please contact your Harvard Pilgrim Account Executive.

Advanced Care Management

Our specialized nurses guide members through their own disease-specific challenges to ensure the following:

- timely referrals, pre-authorizations and approvals
- plan coverage and benefits are well-understood and optimized
- appropriate and well-coordinated care
- clear communications among family, caregivers and providers
- support for new or changing emotional and social challenges.
- complications, adverse side effects are minimized
- pain is monitored and well-managed
- post-treatment care, self care strategies are in place
- palliative care, end-of-life needs are addressed

DISTINCT PROGRAMS

→ **Rare Disease Management** for diseases such as ALS, Gravis Myositis, Gaucher's, Sickle Cell and Lupus, among others.

→ **Oncology Care Management**

→ **Transgender Care Management**

→ **Chronic Kidney Disease (CKD)**

Specialty UM programs: a win for everyone

Coordinated utilization management is also achieved via our three specialty programs:

Select High-end Radiology, Musculoskeletal and Spine Program.

Managed in partnership with National Imaging Associates (NIA), our evidence-based approach to non-emergent and outpatient care ensures these services are:

- NCQA-certified
- based on medical necessity
- fully aligned with clinical guidelines
- wisely scheduled (e.g. not undertaken prematurely, resulting in revision surgeries)

These programs have been shown to significantly reduce medical expenses, administrative waste and undue burden on the member. For example, the physician, not the member, is responsible for getting pre-authorization.



Select High-end Radiology

CT, PET, MRI/MRA, Virtual Colonoscopy and nuclear medicine services. 2019 enhancements include:

- Echocardiography (TTE, TEE & Stress)
- Cardiac Resynchronization Therapy (CRT)
- Implantable Cardioverter Defibrillator (ICD)
- pacemaker insertion
- heart catheterization



Musculoskeletal

Elective shoulder, hip and knee surgeries.

- averts unnecessary revision surgeries
- mitigates direct-to-consumer marketing practices by medical device companies



Spine Program

Outpatient interventional pain management, e.g. epidural and facet joint injections.

Non-emergent lumbar spine surgeries, e.g. fusion, decompression and disc replacement.

**To learn more about
our care and disease
management programs,
call your Harvard Pilgrim
Account Executive.**

Call **(800) 848-9995**, TTY: **711**.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.