

# Powerful care management benefits members



## Meet Robert

Robert is a 78 year old male scheduled for hip replacement surgery in 3 weeks due to osteoarthritis. He has a 20 year history of diabetes and his PCP wants him to switch his medication from Glyburide to Humulin R and Humulin N. Robert is also high risk for depression and a substance use disorder; he admits to feeling “down” more as he ages which can lead him to drink too much.

In addition, Robert:

- Finished high school and then worked at local factory until retiring 10 years ago
- Lives with his 77 year old wife who has trouble getting around due to obesity and COPD from being a lifelong smoker
- Is concerned about meals and transportation to appointments/PT after his surgery

Robert’s goal is to recover from surgery so that he can teach his granddaughter to ride a bike when she turns 5 in six months.

## Population Health Analytics



TruCare detects medical, behavioral, and social risks factors for the health plan’s entire member population; monitors members’ gaps in care and risk scores, and automatically triggers care team actions before a problem actually develops or when targeted member conditions are met.

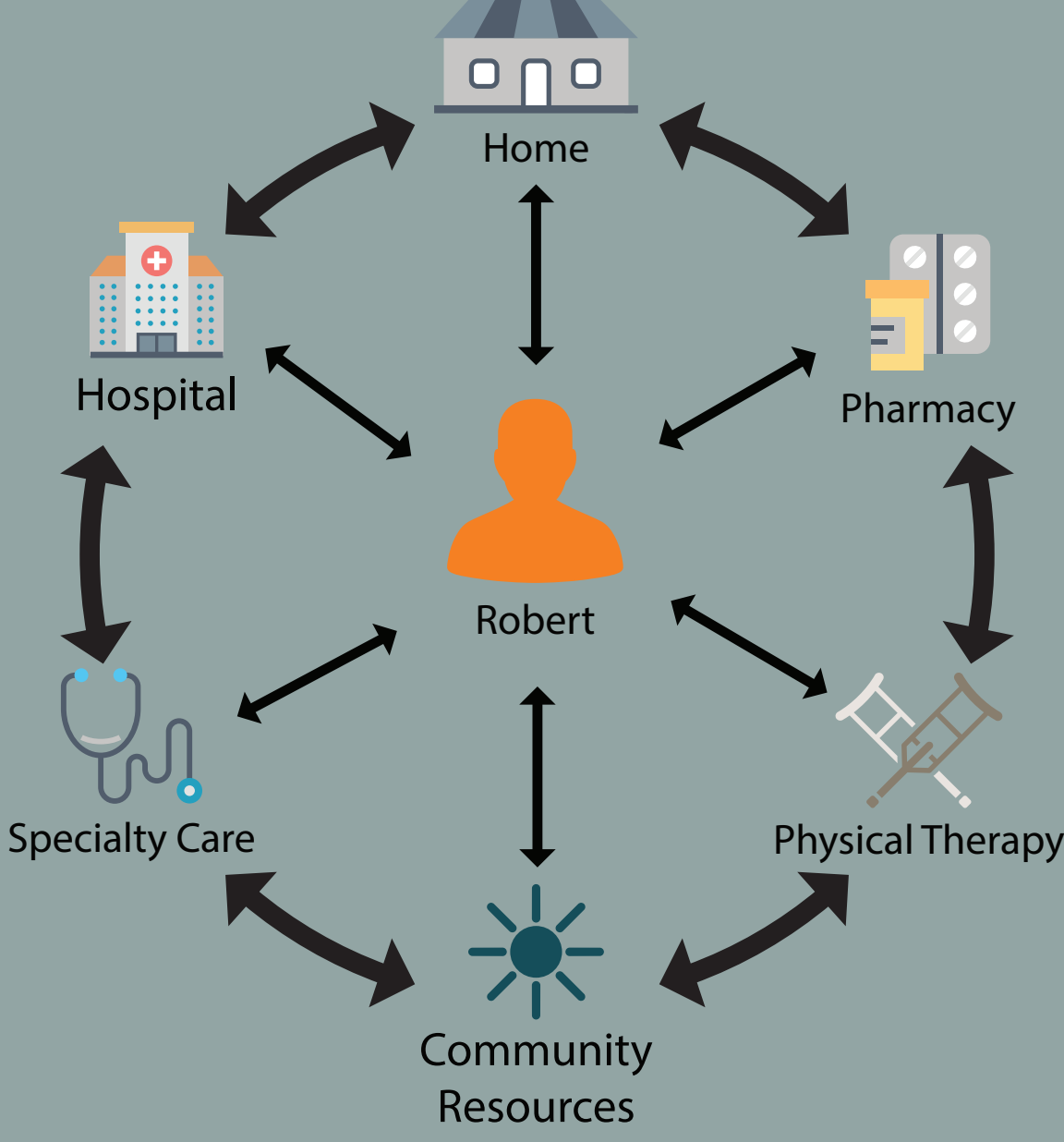
Through these analytics, Robert is targeted for care management because he has a targeted diagnoses (diabetes), a targeted procedure (hip surgery), and social determinants that need to be addressed (low income and limited education).

## Meet Sarah

Sarah is assigned to be Robert’s care coordinator. Through TruCare, all care team touchpoints are aggregated. So, Sarah may view any updates related to Robert’s care even if she is not directly completing the work herself. Sarah can rest assured that Robert’s continuity of care is being maintained.



## Case Management



Assessment and Care Planning – Using TruCare’s evidence based assessments that automatically identify member/ family issues and recommend member specific care plans, Sarah ensures that Robert’s goals and educational opportunities are addressed and that care is properly coordinated.

Care Transitions – A key component of Sarah’s role is to ensure smooth care transitions. Automated notifications from TruCare remind her to ensure the durable medical equipment is delivered, post-op medications are obtained, follow-up appointments are kept, and that no other problems put Robert at risk for hospital readmission.

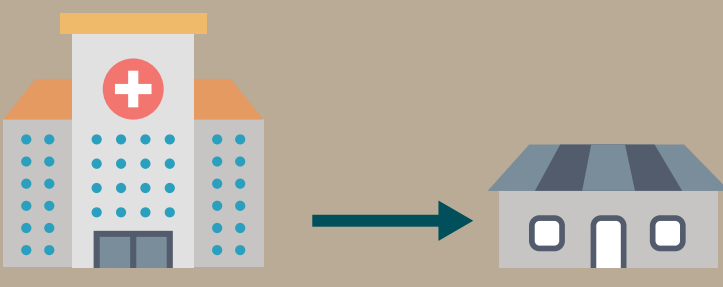
## Utilization Management

Medical/Behavioral/Pharmacy Authorizations – It’s very important that Robert’s surgical and physical therapy prior authorization requests are processed efficiently, and properly coordinated by the care team. Client specific business rules may be configured to either auto-approve the authorization or pend for clinical review.

Sarah knows that TruCare will process the authorizations in a timely manner, because TruCare’s business rules have been configured to consistently enforce compliant turnaround times. In addition, the optional TruCare provider authorization portal solution leverages the same business rules that internal TruCare users benefit from.



## Transitions of Care



Direct connection to HIEs and EMRs – Through automatic alerts to the health plan or case manager about admissions, readmissions, and ER Visits, Sarah will know when Robert is admitted for his surgery, when he is discharged, and can therefore begin transitions of care in a timely manner. She will also know if there is an unplanned readmission or a follow-up trip to the emergency room.



## Home and Community Services

Home and Community Services (HCS) Authorizations – Ensures that Robert’s social needs are met and addressing his concern that meals and rides to PT may be necessary, Sarah uses TruCare’s HCS module to address and authorize the support he needs to positively affect his recovery.

Six months later, Robert has taught his granddaughter to ride her bike.



## About Casenet

At Casenet, we understand that health insurance plans need to meet the goals of many, many individuals, that each person’s needs are different than another’s, and that all of them are nuanced. This is not an easy task. Still, as we saw through this example, by working collaboratively and delivering targeted, individualized, and timely care coordination, a member’s health can be well managed and costs can remain low.