Wellness Management

Identify Clients through:

- Data management tools
- Paid claims data
- Physician Risk Management Analyst
- Health Risk Assessments
- Direct contact from patient
- Utilization Review (UR)
- Referrals from Plan

Identified from data management tools & Physician Risk Management Analyst

Identified through mailings, UR, referrals, or patient contact

Patient is contacted by a nurse & an assessment is completed

Interventions provided:

- Referrals to Large Case Management for complex patients
- Pharmacologist review of medications - dosage, schedule, signs/symptoms, adverse reactions, treatment plan, compliance; generic alternatives information/cost; fraud
- Disease education - disease process, diagnostic tests, standards of care, and alternative treatment options
- Contact providers or specialists; assist in obtaining referrals, appointments, or medical supplies and equipment
- Warning signs - when to call doctor
- Educational pamphlets on health improvement through lifestyle changes such as exercise, diet, nutrition, smoking cessation, stress reduction, lowering cholesterol and blood pressure
- Information regarding community resources, support groups, and Internet educational sites
- Personal contact and encouragement from nursing staff
- Preventative-care reminders

Return on investment:

- Patient's improved health-state by participation in his/her own healthcare
- Early identification and intervention for potential high-dollar claimants based on risk analysis data
- Decline in claims cost (pharmacy, medical)
- Consumer-driven healthcare
- Referrals to Large Case Management or other specialties
- Use of available preventative health benefits