

## The right level of individualized interventions at the right time.

Today, most physicians and clinical staffs have limited “face time” with their patients. Some individuals are in denial about their chronic illness, and others can feel overwhelmed by information. All can lead to poor management of the chronic condition and poor overall health.

The **ConditionCare** program serves as an excellent adjunct to physician care. Nurse Coaches and added support from our team of dietitians, social workers, pharmacists, health educators and other health professionals will help members understand their condition, their doctor’s orders and how to become a better self-manager of their condition.

Our total health solution works with the physician’s plan of care to help the member make healthier behavior choices. The goal of the program is to achieve optimal wellness with optimal cost efficiency by:

- *Helping the physician/member relationship and the physician’s plan of care.*
- *Helping reduce complications by using evidence-based nursing practice guidelines and participant empowerment strategies.*
- *Screening for depression and engaging behavioral health professionals as needed.*
- *Evaluating clinical, personal and economic outcomes on a consistent basis to help improve overall health.*

### Health Information Profile

Starting with the member’s own self-identified long-term goal, we collaboratively work with the participant to create a Health Chart, a personalized care “blueprint” that organizes specific goals and action steps to help achieve better health.

These goals are based on an individual’s current health status and behaviors and the physician’s prescribed treatment plan. A Nurse Coach helps the member by coordinating care, encouraging adherence to the plan, providing education and coaching. Additionally, a Nurse Coach involves other licensed Anthem health care professionals when necessary, including pharmacists, dietitians, social workers, health educators and physicians.



**ConditionCare** helps participants manage the following conditions:

- *Asthma (pediatric & adult)*
- *Chronic obstructive pulmonary disease (COPD)*
- *Coronary artery disease (CAD)*
- *Diabetes (pediatric & adult; types 1 & 2)*
- *Heart failure (HF)*

*ConditionCare reports an ROI of at least \$2:\$1 or better. That means for every dollar invested, our customers realize \$2 or more in savings.*

Source: Internal Health and Wellness Solutions data study and Actuarial validation, 2009.