



Coastal Pet Products

Chronic Condition Management

Lunch & Learn

September 14, 2023

Chronic Condition Management Program

All enrolled members are assigned a specially trained clinical coach

Diabetes

Diabetic testing supplies, electronic tablet & glucometer

Heart Failure

Electronic tablet & scale

Asthma

Supplies as needed

Hypertension

Digital scale, home blood pressure monitor



COPD (Chronic Obstructive Pulmonary Disease)

Electronic tablet

CAD (Coronary Artery Disease)

Electronic tablet & home blood pressure monitor

Musculoskeletal

Online physical therapy coach

Chronic Condition Management Program

- Digital, telephonic and in-person engagement based on members' health and preferences
- Customized support for members with various chronic conditions including:
 - Asthma
 - Heart Disease
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Diabetes
 - Hypertension
 - MSK / Pain Management
 - Pelvic Health Therapy
- Digital tracking of key health indicators, such as weight, blood pressure and glucose, integrated into care plans
- Advanced home monitoring services through health system/provider care

Chronic Condition Management Program

- What you should know
 - Provided at no additional cost to you
 - No member cost sharing for diabetes testing supplies if you participate
 - Medical Mutual may reach out to members who could benefit from this program
 - Methods to identify members
 - Claims from provider visits
 - Case Management referral
 - Online Health Assessment through My Health Plan
 - Nurse Line referral
 - You can refer yourself by calling 1-800-590-2583

Digital Coaching

- Best in class digital coaching customized to meet individual's needs based on your health condition

lark Diabetes	lark Diabetes	lark Hypertension
PREVENTION PROGRAM	DISEASE MANAGEMENT	DISEASE MANAGEMENT
Lark is a CDC-Recognized National Diabetes Prevention Program Provider	Lark provides diabetes management and coaching anytime, anywhere	Lark provides hypertension management and coaching anytime, anywhere



Telephonic Coaching



Engage



Evaluate (comprehensive condition-specific assessments and screenings)



Develop and execute individualized condition-specific care plans



Set individualized member goals



Deliver impactful interventions to support member self-management via motivational interviewing



Facilitate care gap closures (Quality and HEDIS measures)



Educate and support navigating healthcare benefits



Coordinate with providers, connect with services/resources



Re-evaluate (program graduation or transition)

Remote Monitoring

- Complete kit consisting of tablet and equipment
 - Tablet
 - Bluetooth scale
 - Bluetooth blood pressure monitor, pulse oximeter and glucometer
- Biometric and medication schedule reminders
- Daily performance tracking and health questions
- Disease-specific educational materials
- Video visits and Clinician chat messaging
- Dietary guidance
- Completely portable



Note: Equipment provided, and specific brand and model vary by provider organization and member care plan.

SWORD Health – Musculoskeletal (MSK)

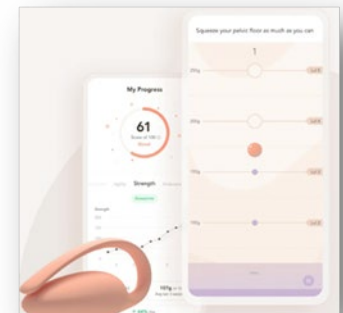
- Personalized care plan working with therapy and a digital platform for 8 - 12 weeks
 - Sensor and sensor-less
 - Members 13 – 89 years old
- Helps individuals:
 - Reduce pain caused by MSK conditions
 - Prevent progression of acute injury to chronic pain
 - Avoid surgery
- ROI: Claims validated control group studies have shown:
 - Average \$2,472 in savings per individual
 - Almost 20% reduction in MSK spend



* Launched June 2023 as part of Medical Mutual Chronic Condition Management program

BLOOM: A AWORD Health Program

- The Bloom program is an additional offering from Sword addressing women's pelvic health issues through physical therapy
- Bloom treats
 - Pelvic pain
 - Urinary incontinence
 - Other pelvic floor issues
- These conditions are not typically considered MSK issues or associated with physical therapy
 - Sword markets Bloom separately as a women's health program
- Bloom is next generation in women's pelvic health
 - Enables a more convenient, higher quality and destigmatized pelvic care, in the privacy of home



Behavioral & Mental Health Program

- Partnership with Sondermind to connect members to behavioral health clinicians for in-person or virtual care
 - Sondermind provides care coordination with direct access for members
- Current network includes over 100 specialist in Ohio with plans to expand
- Medical Mutual has Behavioral/Mental Health Case Managers to assist in complex cases
- We have expanded our internal BH team to now include specialty specific physicians, nurses/case managers, social workers and care coordinators
- Members can self-refer:
 - Phone: (888) 966-1665
 - Email: carecoordinators@sondermind.com
 - Online form: Complete on sondermind.com/refer



Maternity Management

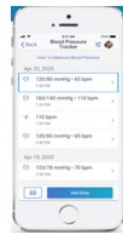
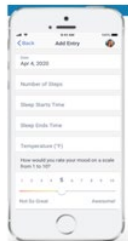


- Maternity support and digital coaching
 - Customized content & education based on your preference
 - Digital trackers (e.g., mood, blood pressure, pain)
 - App prompts & reminders such as weekly pregnancy to-do list
 - Post-delivery support such as articles on caring for your newborn and children up to age 2
- Connect to Medical Mutual's Care Management team as needed with a simple click-to-call link
- Rely on the 24/7 Nurse Line
- Find a doctor for OB and pediatric care
- Home-based OB services for high-risk pregnancies



Maternity Management

- Post-partum support includes
 - Extensive content with articles on mental health support during pregnancy; not just depression
 - Contains Edinburgh Post Natal depression screen
 - Recommends follow up with a healthcare provider
 - Referral to Medical Mutual Care Management if needed
 - Case Managers with high-risk obstetrical experience
 - Customized assessments and care plan
- Find the app by searching MedMutual Maternity
 - Apple App Store® or Google Play®
 - Once app is downloaded to your device, create an account by entering your Medical Mutual ID number and your date of birth



Progeny Health – NICU Management

- NICU Management
- Utilization Management
 - Validate all NICU admissions for appropriateness
 - Confirm diagnosis
 - Level of Care
 - Length of Stay
 - Payment Validation
- Case Management
 - Connects with family early in the hospital stay
 - Provides support for the entire 1st year



Care Management / Case Management

- Individualized support to help our members:
 - Obtain high quality care from the right provider
 - Receive support before and after hospitalizations
 - Improve their quality of life and ability to self-manage health conditions
- Specialty care management programs include:
 - Behavioral Health
 - High-risk pregnancies and neonatal care
 - Pediatrics
 - Solid organ and tissue transplants
- Led by a nurse assigned to member and coordinated with member's provider care team



Thank You