

San Joaquin Valley Insurance Authority

ConditionCare Annual Program Highlights

01/01/2010 – 12/31/2010

July 2011



Integrated Program Summary

Member Touches Impacted Members

6,919 touches	1,733 cases	ConditionCare Core Conditions
773 touches	277 cases	ComplexCare
9 touches	N/R* cases	Future Moms
235 touches	189 cases	24/7 Nurseline

8,538 Total Touches	2,312 Unique Impacted Members	All 360* Health Programs Above
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N/R* (Not Reported) - Number of responses is insufficient (<5) to ensure member confidentiality

*This report includes results for the following programs as applicable: ConditionCare Core Conditions, ConditionCare Support, ComplexCare, Future Moms, MyHealth Advantage, MyHealth Coach, and 24/7 Nurseline. It may not include all services purchased.

Program Description

ConditionCare reaches out to members living with chronic conditions, and it works in tandem with a member's primary physician to provide the right level of individualized intervention at just the right time. Our goal-oriented, ConditionCare programs proactively manage members diagnosed with Asthma, Diabetes, Coronary Artery Disease, Heart Failure, and Chronic Obstructive Pulmonary Disease.

Through intense intervention, ComplexCare reaches out to members with multiple health issues to address concerns before they become more serious or costly. Members have their own dedicated nurse care manager who helps coordinate care with multiple providers, offers self-management strategies for improved health and serves as a vital resource for questions and information.

Offers prenatal education and intervention, helping to make expectant mothers better informed about their pregnancy. In an effort to help reduce the severity and incidence of pre-term births and other pregnancy-related complications, OB/GYN nurses, supported by a host of obstetric specialists, coordinate individualized care for our expectant mothers.

Life doesn't work 9 to 5 or take holidays, nor do health concerns or emergencies. Our toll-free 24/7 Nurseline makes it easy, with anytime access to registered nurses 24 hours a day, seven days a week to answer member health questions and provide additional resources.

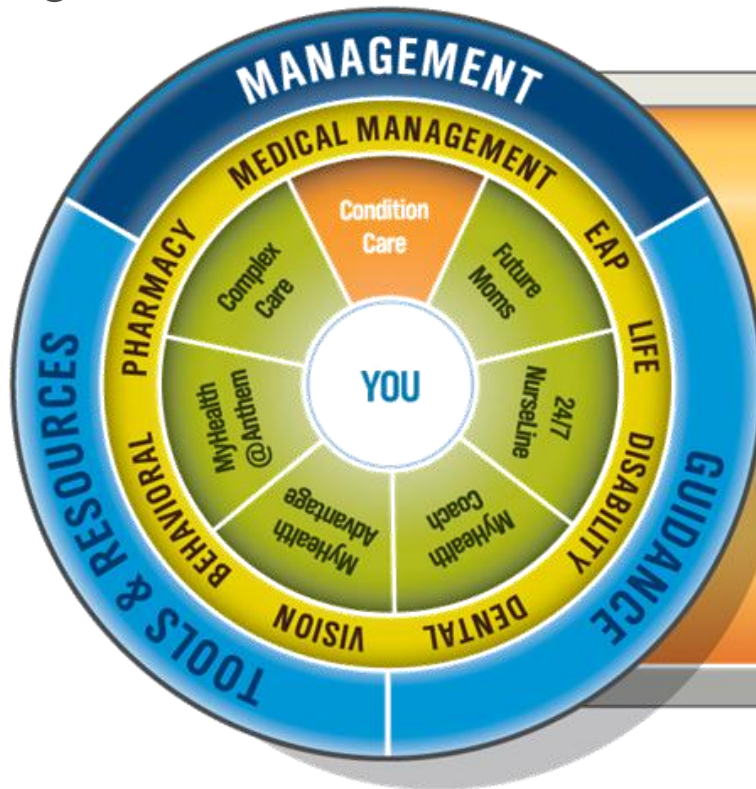
Key Statistics:

- 82% of targeted members received healthcare-related mailings during the reporting period.
- 20% of the members received at least one call from a program professional or nurse consultant during that time.
- 10% had multiple calls to or from the 360* Health program professionals.
- 2% of members received referrals across 360* Health program and/or other services.

8,538 SJVIA members were touched by one of the Care Management programs in 2010.

ConditionCare: Program Overview

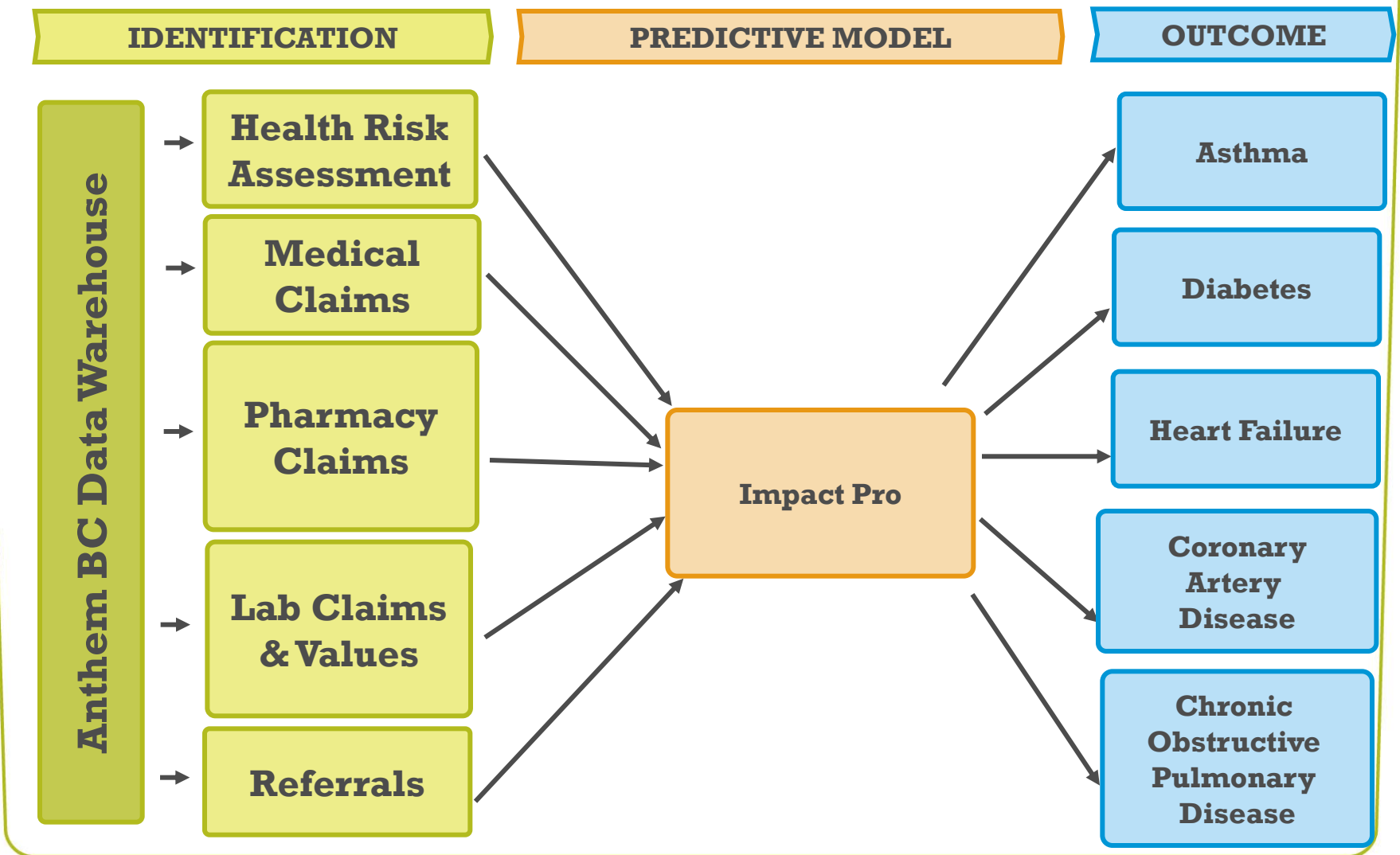
ConditionCare uses a collaborative and holistic health management approach to help members better manage the following prevalent, high-cost conditions:



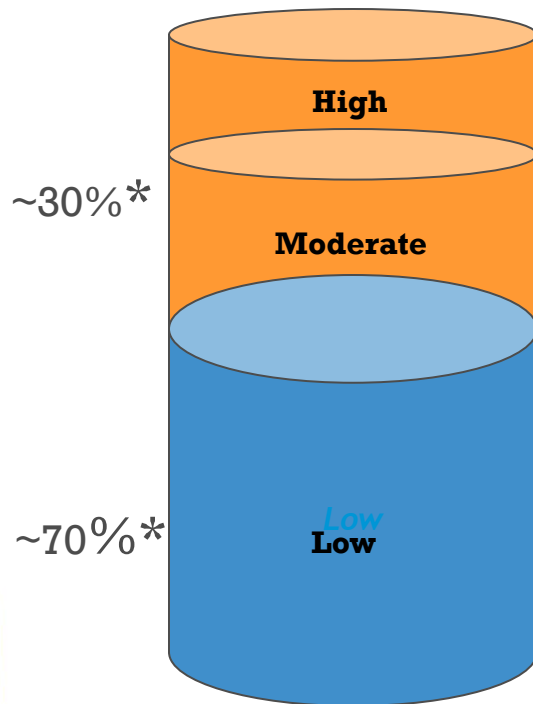
- Asthma (pediatric & adult, Type I & Type II)
- Diabetes (pediatric & adult)
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- Heart Failure (HF)



ConditionCare: How We Identify Members



A Closer Look at Our Risk Stratification and Intervention Strategies



*Percentages assigned reflect the subset of the population that will be stratified into the various risk levels over a rolling 12-month period of time.

High Risk

- Intense interaction with the Primary Nurse Manager and health professionals supported by targeted mailings
- Outbound calls and outreach focused on a wide spectrum of member needs related to their chronic conditions; a holistic approach

Moderate Risk

- Focused intervention with the Primary Nurse Manager and focused support by health professionals
- Outbound calls and outreach with a holistic approach, focused on preventing these participants from becoming tomorrow's high risk

Low Risk

- Ongoing, monthly monitoring and reassessment of member's risk level
- Access to a toll-free service staffed by nurses 24x7 to provide overall symptom support
- Access to a variety of mailings and web-based tools that provide further education and support

ConditionCare: Effectively Targeting the Right Members

15,682 Total members eligible for the ConditionCare program

1,733 Total members with one or more of the conditions 11%* of eligible membership

1,519 Total identified members stratified to Low intensity status and participating in the program.

(87.7% vs. 77.2% for 360° Health B of B)

These members receive:

- Quarterly newsletters
- Monthly 'Non-compliance' monitoring
- Monthly monitoring for changes to condition severity

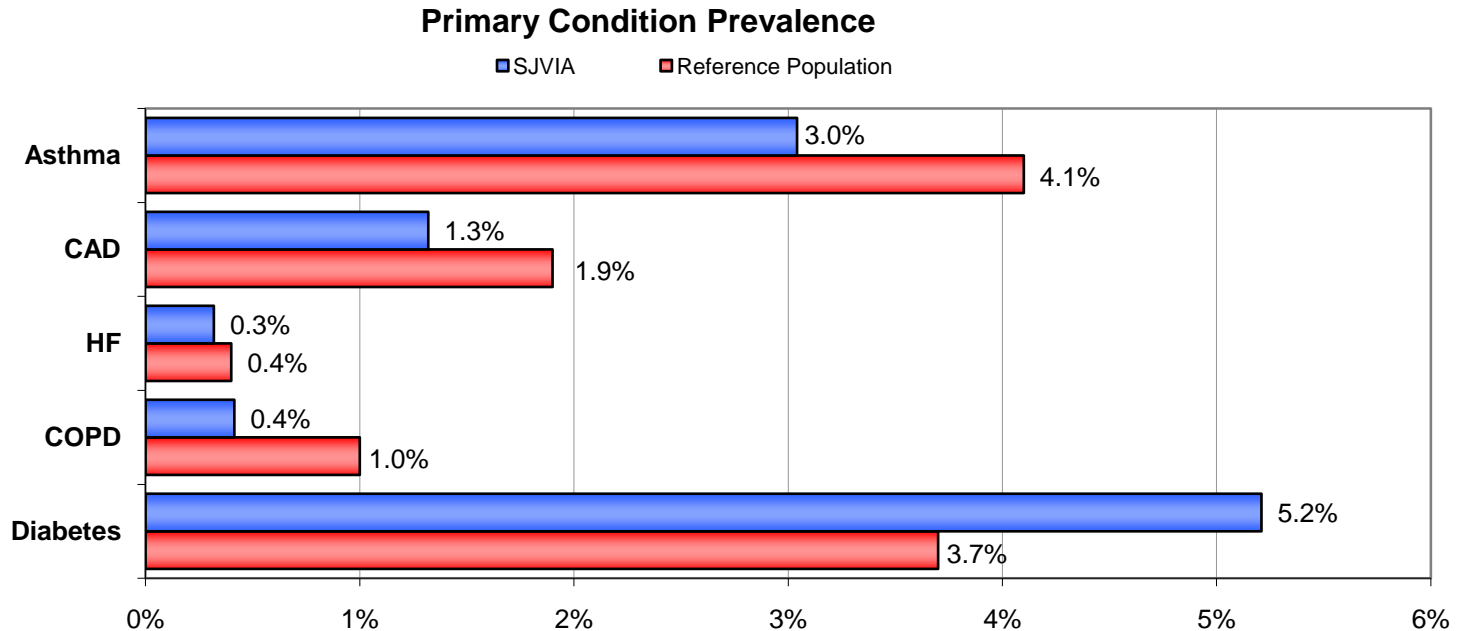
214 Total identified members stratified to High and Moderate intensity status (12.3% vs. 22.8% for 360° Health B of B)

53 Total High and Moderate intensity members enrolled (24.7% vs. 39.4% for 360° Health B of B)

39 Total 'enrolled' members engaged/graduated (73.6% vs. 65.0% for 360° Health B of B)

During the first year of participation in the ConditionCare program SJVIA shows a 12.3% rate of members stratified to high and moderate risk. Once enrolled, the rates increased and engaged/graduated members report well above to the book of business.

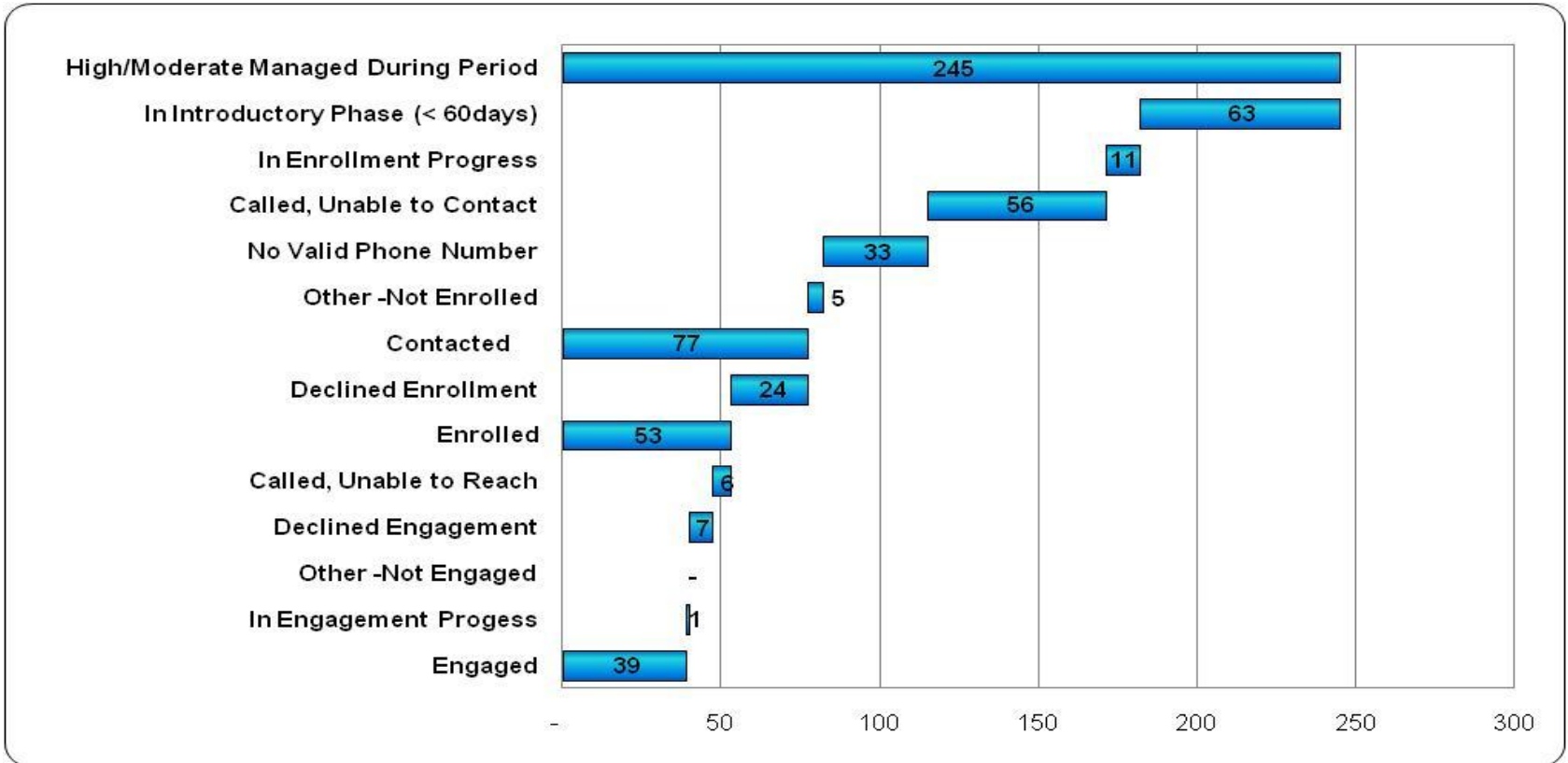
ConditionCare: Prevalence



The prevalence rate for 2010 program year was 11% compared to 11.1% for the reference population. The diabetes rate among SJVIA members is higher than the reference population by 1.5%.

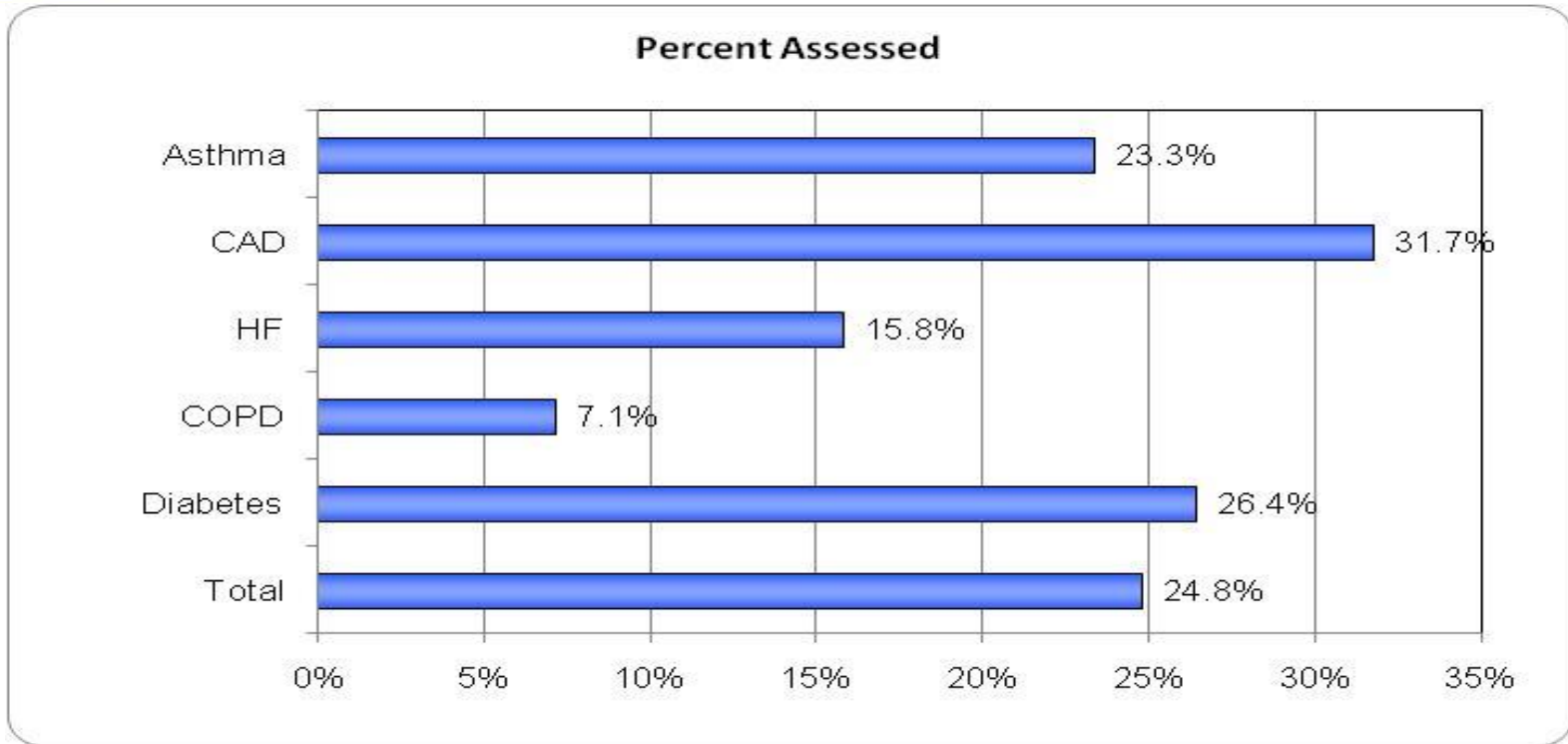
ConditionCare: Enrollment and Engagement

Member Progression Towards Engagement During the Reporting Period



48.1% of identified high/moderate SJVIA members were unable to be enrolled in the program due to inability to reach member or member refusal to participate in the program.

ConditionCare: Assessment Status

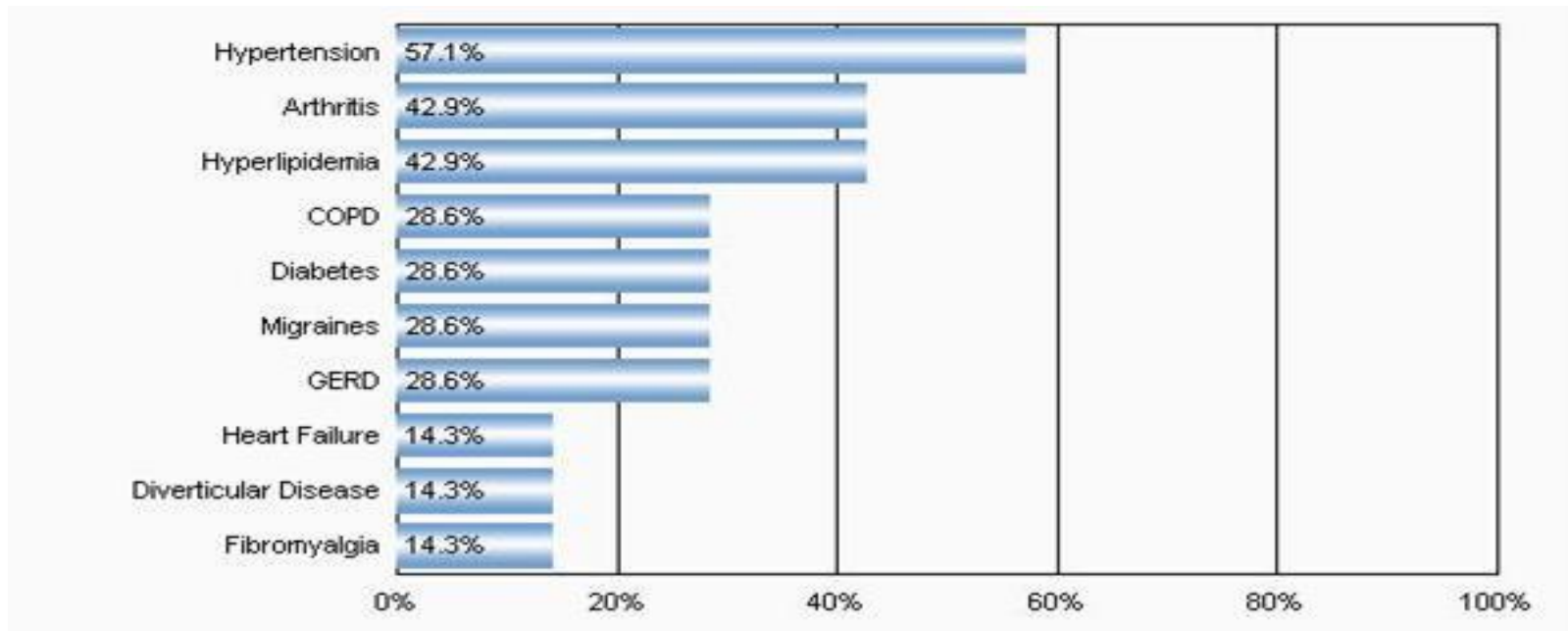


Nurse coaching completes assessments on high and moderate risk participants to identify non-compliance issues and guide goal setting. During the 2010 program year, 53 (24.8%) of the 214 high and moderates cases under management for SJVIA were assessed.

ConditionCare: Comorbid Conditions

Most Frequently Reported Comorbid Conditions

(percent of assessed high and moderate risk cases under management)



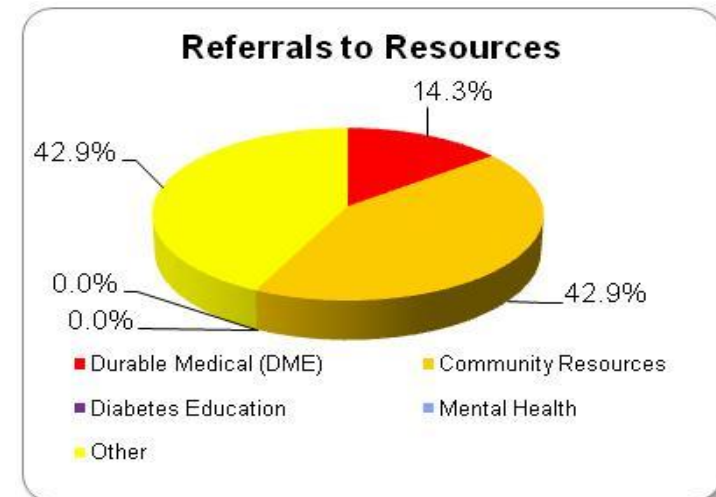
The most frequently reported comorbid conditions for SJVIA members are hypertension (57.1%), hyperlipidemia and arthritis (both at 42.9%). Hypertension and hyperlipidemia are associated with cardiovascular disease and diabetes.

ConditionCare: Referrals

Referral Type	Number of Cases with Referral*	Percent
Referrals to Consultations		
Dietician	11	55.0%
Exercise Physiologist	2	10.0%
Pharmacist	6	30.0%
Respiratory Therapist	0	0.0%
Social Worker	1	5.0%
Total	20	100.0%
Referrals to Resources		
Durable Medical (DME)	1	14.3%
Community Resources	3	42.9%
Diabetes Education	0	0.0%
Mental Health	0	0.0%
Other	3	42.9%
Total	7	100.0%

Distinct cases with a referral	28
Number of high/moderate risk assessed cases	39
Percent of high/moderate risk assessed cases with a referral	72%

In addition to nurse coaching, high and moderate risk cases under management are referred for consultation with ancillary professionals and other resources to improve condition management.



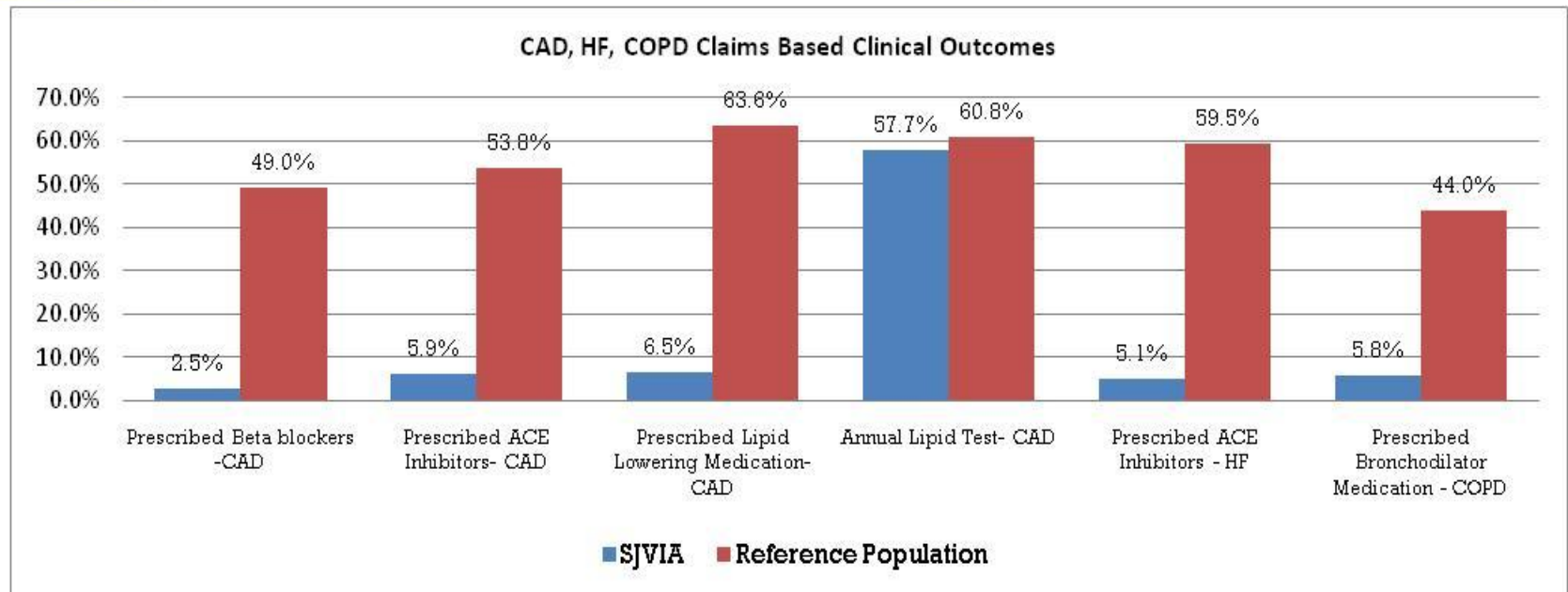
* A case may have a referral in multiple categories. Report is for cases under management during the reporting period.

ConditionCare: Calls and Mailings

Calls	Member	Provider
Inbound Calls	55	9
Outbound Call Attempts	1,111	2
Mailings to Program Members	Description	Number of Letters
Introductory Letter	After member first enrolls in telephonic management	0
Welcome Letter	After member first enrolls in telephonic management	1,356
Get In Touch Letter	When telephonic outreach was not successful	83
Quarterly Newsletter	To all members with condition specific updates	2,458
Non-Compliance Alert Letter	To specific members with condition related care reminders	1,513
Member Materials Mailing	At member's request for additional condition related information	25
Patient Goals Letter	Reminding members working with nurses about their set goals	0
Graduation Letter	When member graduates to a lower risk level	8
Mailings to Providers	Number of Letters	
New Participant Letter	21	
Physician Communication Letter	0	
Physician Action Guide Letter	1	
Physician Lab Request Letter	9	
Pharmacy Alert Letter	2	
Physician Medication Letter	0	

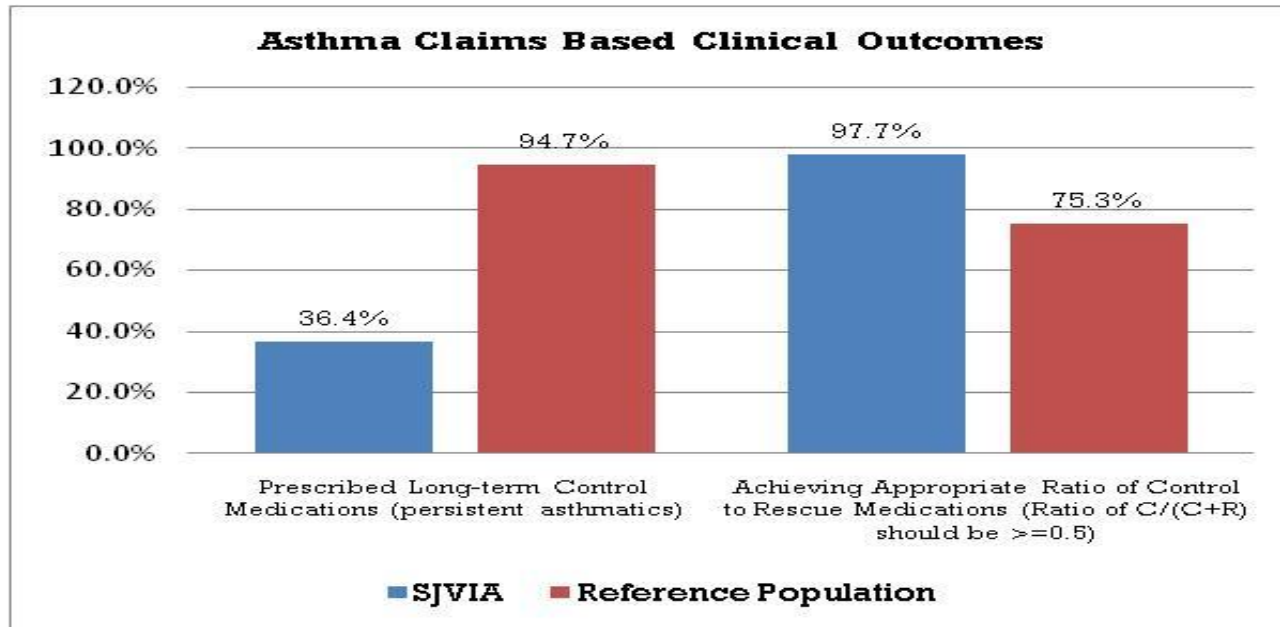
Call attempts and successful contacts are shown here as often multiple attempts are required to reach members. This report shows calls and mailings made on behalf of the 1,733 SJVIA members with cases under management during the 2010 program year.

ConditionCare: Claims Based Clinical Outcomes



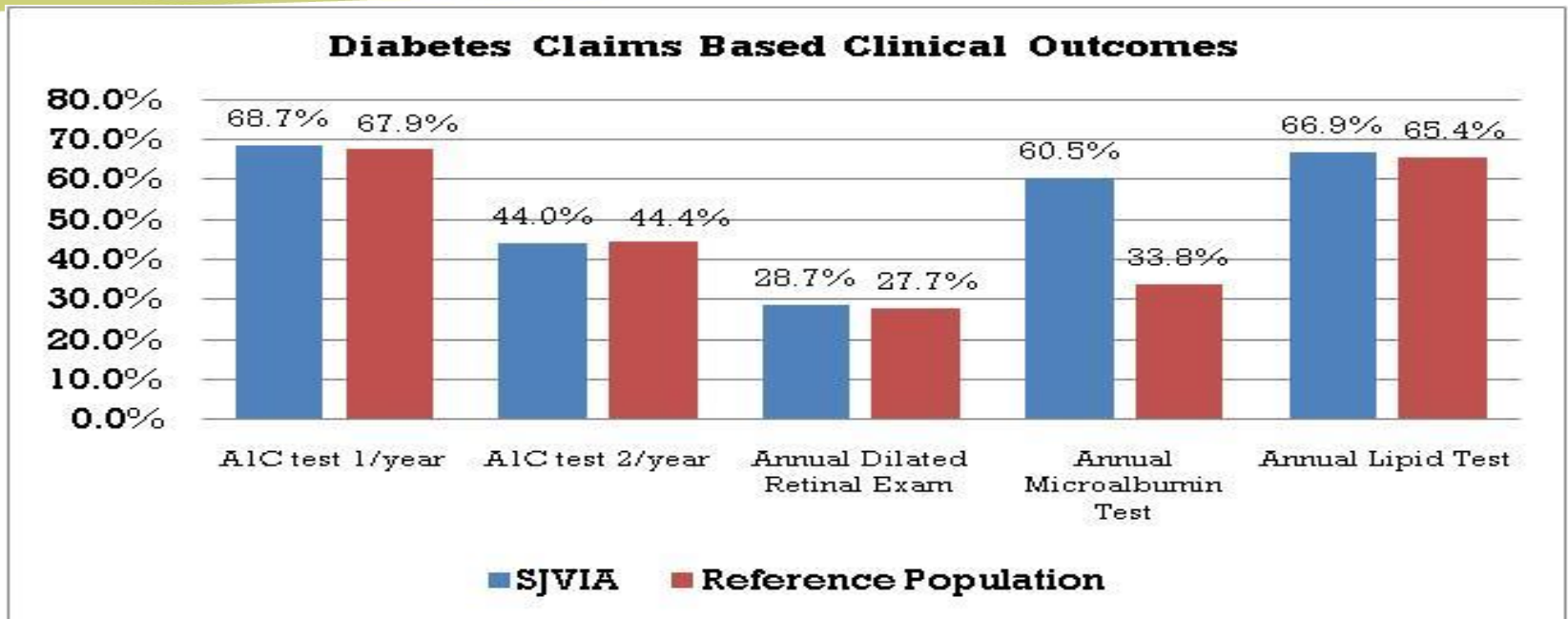
SJVIA Claims based clinical outcomes for the first program year (2010) for Coronary Artery Disease (CAD), heart failure (HF), and Chronic Obstructive Pulmonary Disease (COPD) indicate opportunity for growth when compared to the reference population. After this first program year, charts will indicate year over year comparisons.

ConditionCare: Claims Based Clinical Outcomes



SJVIA Asthma claims based clinical outcomes for the first program year (2010) indicate opportunity for growth when compared to the reference population in the Prescribed Long-term Control Medications, however Ratio of Control to Rescue Medications are reporting better than the reference population. After this first program year, charts will indicate year over year comparisons.

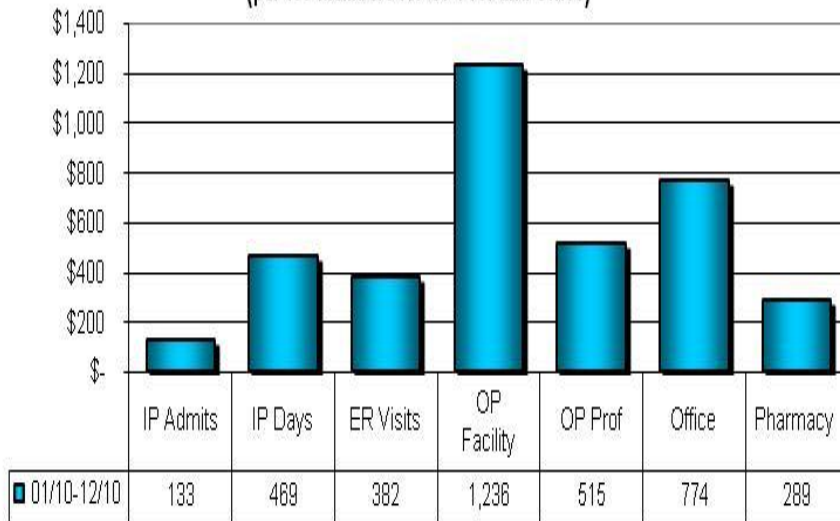
ConditionCare:Claims Based Clinical Outcomes



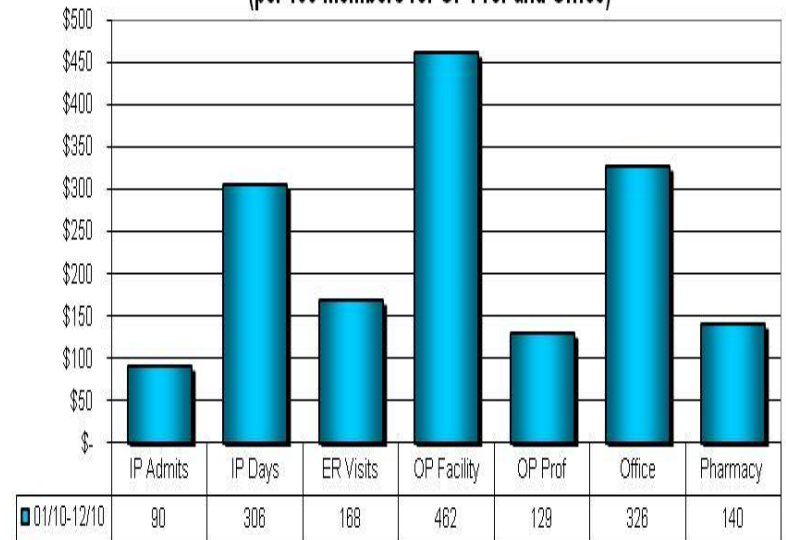
SJVIA diabetes claims based clinical outcomes for the first program year (2010) indicate positive results in each category with all but one measure reporting better than the reference population. After this first program year, charts will indicate year over year comparisons.

ConditionCare: Utilization Summary

Utilization per 1,000 Members
(per 100 Members for OP Prof and Office)



Condition-Related Utilization per 1,000 Members
(per 100 Members for OP Prof and Office)



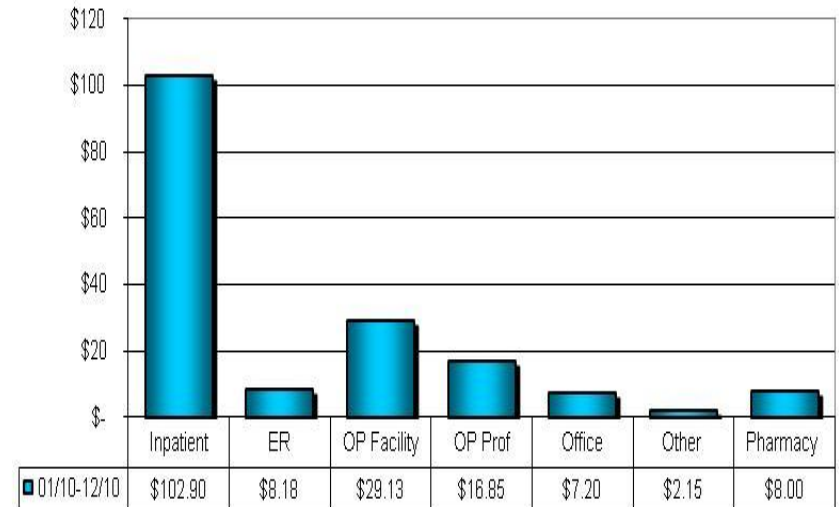
The charts above show utilization in both the non-condition and condition related settings of care. Utilization experience and any savings or increases will be shown in subsequent years and services are incurred.

ConditionCare: Financial Summary

Claims Dollars PDMPM



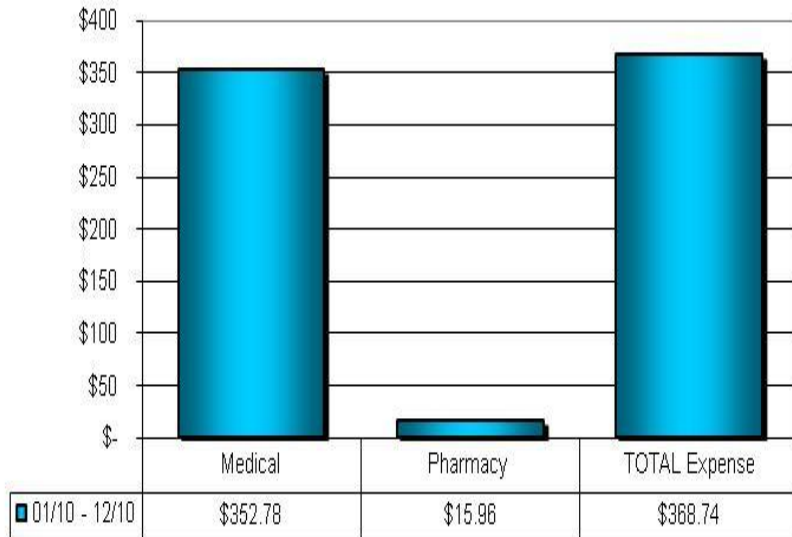
Condition-Related Claims Dollars PDMPM



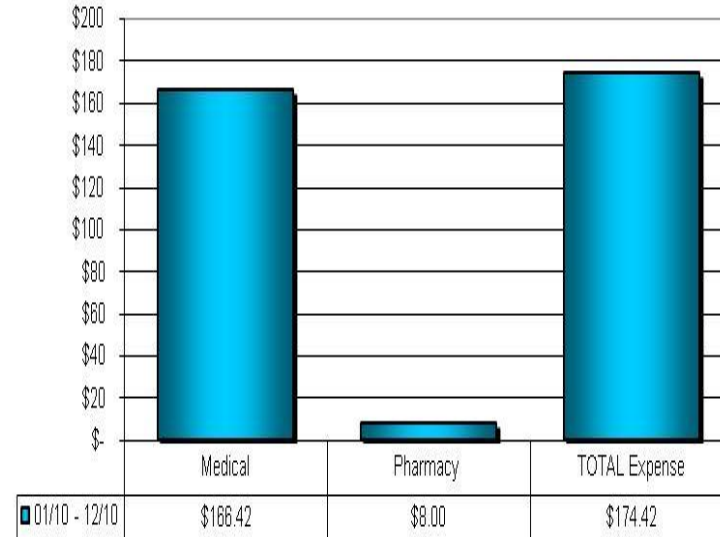
The charts above show expenses in both the non-condition and condition related settings of care. Financial experience and any savings or increases will be shown in subsequent years and services are incurred.

ConditionCare: Overall Financial Summary

Total Claims Dollars PDMPM



Condition-related Claims Dollars PDMPM



Non-condition related pdmpm was more than double that of the condition-related pdmpm during the 2010 program year (\$368.74 vs \$174.42). Savings related to each category will be shown in subsequent years using claims experience as incurred.

ComplexCare – Program Overview



ComplexCare identifies complex cases predicted to be high-cost before they happen, and responds to and aggressively manages those cases should they occur.

Program goals:

- Reduce hospitalizations and costs associated with serious illness
- Provide extensive care coordination
- Maximize the member's health

ComplexCare – Engagement/Stratification

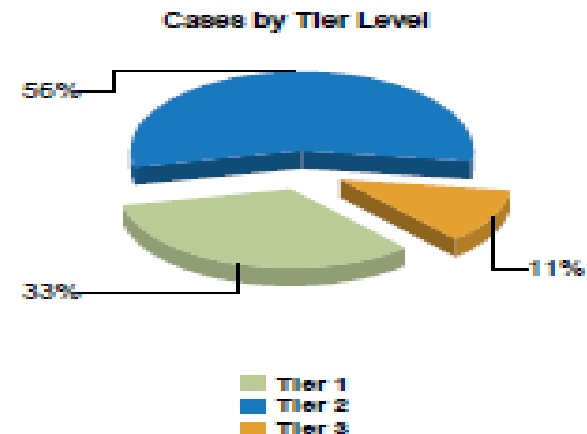
- 277 SJVIA members had cases under management during the 2010 reporting period (1.73 %)*
- 63 members enrolled (0.40%)
- 24 member engaged (0.15%)
- 2 of the engaged members graduated (8%)

Case Stratification

Case breakdown by stratification level as determined by a program nurse. Tiers 2 and 3 are targeted for more intensive outbound telephonic management.

Tiers define the minimum contact frequency standards for engaged members: Tier 1 = once every 6 weeks, Tier 2 = once a month, Tier 3 = more than once a month.

Stratification Level	Number	Percent	Reference
Tier 1 - Monitoring	9	33.3%	44%
Tier 2 - Care Plan Created	15	55.6%	49%
Tier 3 - Care Plan Created	3	11.1%	7%
Total	27	100.0%	100%



* Member Tier Level may change over time; report reflects the highest tier level for each member during the report period.

§ Rounding may cause small values to display as 0% and totals may not equal 100%

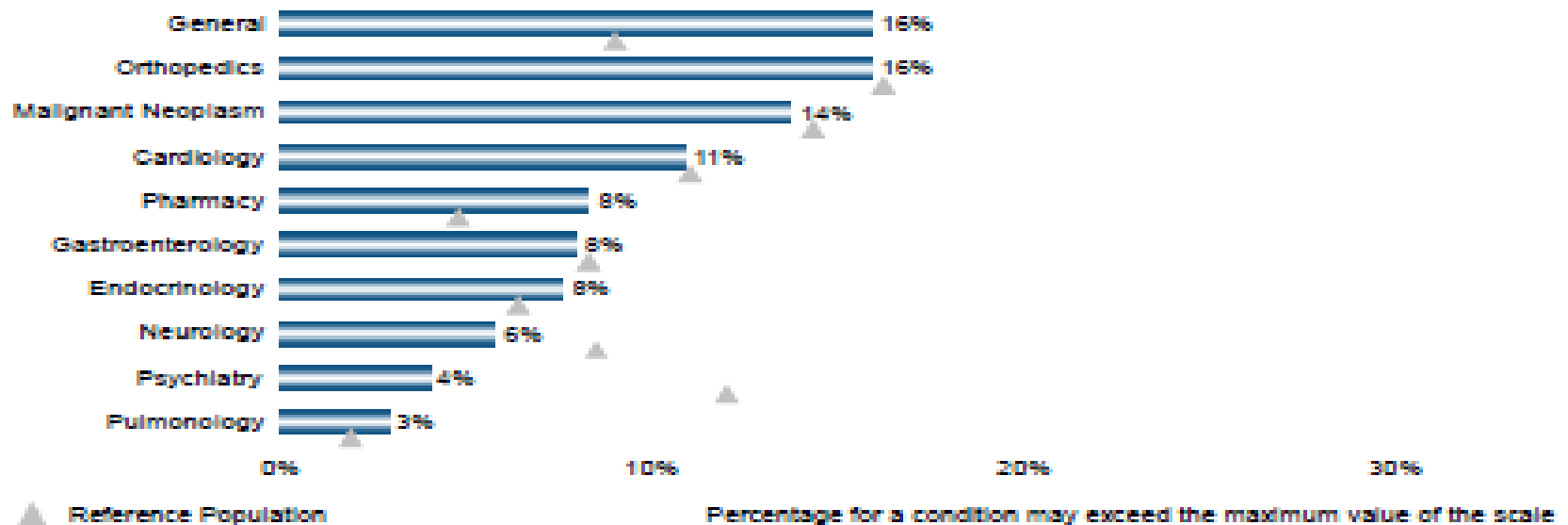
* 15,949 Eligible members

ComplexCare – Predicted Risk Categories

Top Claims-Based Predicted Risk Categories

This graph displays the most frequently predicted risk categories, as identified by the predictive model tool, based on claims evidence. The categories, while broad, contain more specific health-risk factors impacting members' health.

Top 10 Predicted Risk Categories



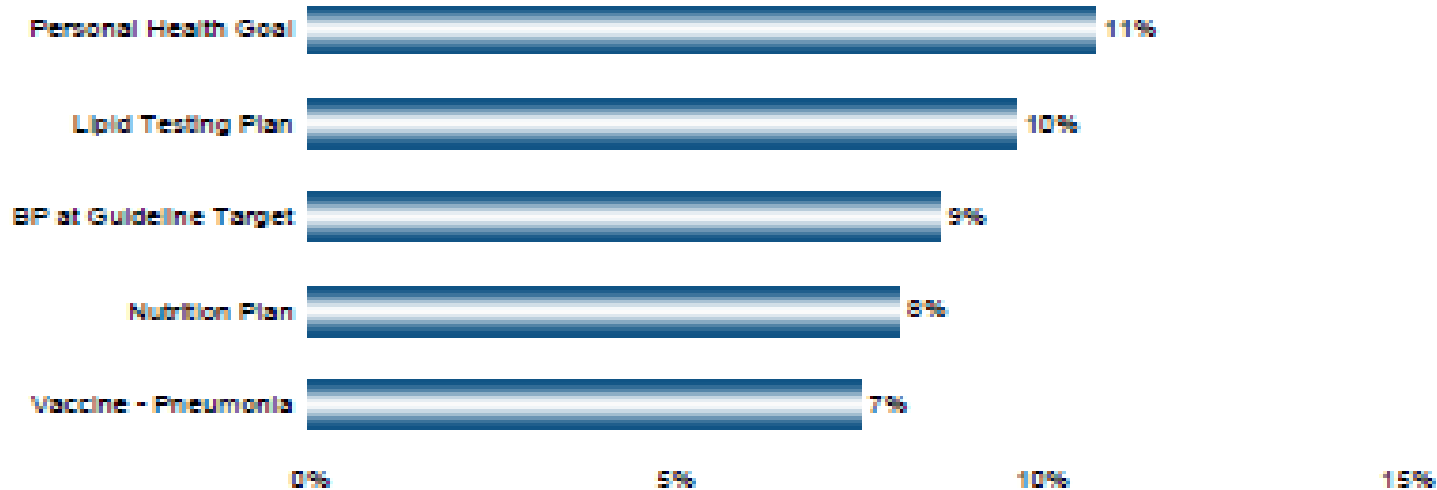
ComplexCare cases include a wide range of high risk clinical issues. Pharmacy, endocrinology, pulmonology and the general category all exceed the reference population.

ComplexCare – Goals

Goals

This illustrates the most frequent goals opened by members in terms of the percent of total goals open during the activity period.

Top 5 Goals



Average Goals per Member during the Report Period = 6.9

Cases related to enrollment and clinical intervention account for the majority of member calls. 6.9 member goals is much higher than the benchmark expect rate of 2.1.

24/7 NurseLine – Program Overview

Our 24/7 NurseLine provides access to a registered nurse over the phone 24/7, anytime, anywhere for assistance or just to hear a reassuring voice.



- Helps members assess symptoms
- Increases understanding of medical condition or prescribed course of treatment
- Ensures members receive the right care in the right setting

Nurseline: Activity

24/7 NurseLine Utilization Report

Activity Period: 01/01/2010 - 12/31/2010

SAN JOAQUIN VALLEY INSURANCE AUTHORITY

Total Contacts:	¹	226	
Total Contact Reasons:	²	301	
Total Contact Activities:	³	262	
Unique Member Contacts:	⁴	189	
Total Eligible Members:		15,914	1.19% 24/7 NurseLine Utilization

¹ Contacts - all call activities related to a specific participant for the same contact reasons

³ Contact Activity - all calls related to the contact

² Contact Reasons - specific Issue(s) driving the call

⁴ Unique Member Contacts - number of calls recorded by unique members

Opportunity exists to promote the Nurseline program to increase awareness. Utilization of the Nurseline program can significantly impact acute care.

Nurseline: Activity

Health Issues, Concerns and Referrals⁵

Top Five Health Issue Categories	Total	Percent
Pediatrics	37	22%
Digestive System Disorders	21	13%
Bone/Muscle/Joint	20	12%
Education Only	18	11%
Ear - Nose - Throat	15	9%
All Other	54	33%
Total =	165	100%

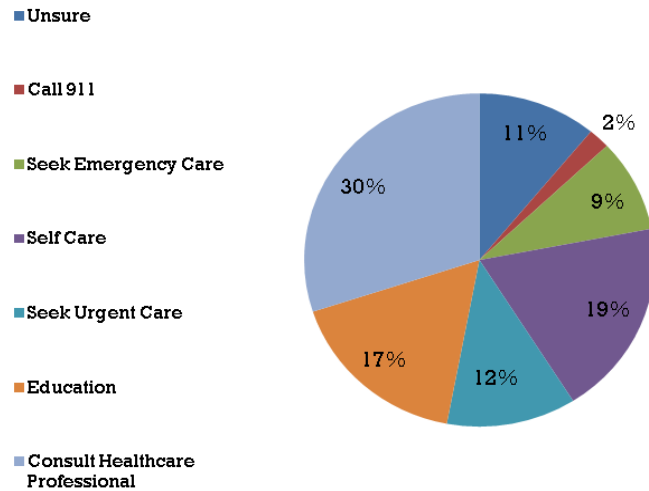
Top Five Concerns	Total	Percent
Abdominal Pain, Age 12 and Older	13	8%
Respiratory Problems, Age 12 and Older	8	5%
Swollen Glands and Other Lumps Under the Skin	8	5%
Back Problems and Injuries	7	5%
Respiratory Problems, Age 11 and Younger	7	5%
All Other	111	72%
Total =	154	100%

Referrals to Other Programs	Total	Percent
Referral to DM Program	4	44%
Referral to Maternity Program	3	33%
Referral to Health Advocate Program	0	0%
Referral to Behavioral Health	0	0%
Referral to Case Management	0	0%
Referral to External Resource	2	22%
Total =	9	100%

⁵ A health concern category/complaint may not be assigned for every clinical evaluation contact.

Nurseline: Activity

Caller Pre-intent



Nurse Recommendation

