PROVIDENCE Health Plan

Board Meeting

September 2015

PUBLIC EMPLOYEES' PEBB BENEFIT BOARD

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Agenda

- **Providence Health Plan**
  - At a glance and recognitions
- **Health Management Programs**
  - Programs and experience
- **PEBB Health & Wellness**
  - Member-facing
  - PEBB-facing
  - Digital Health Solutions

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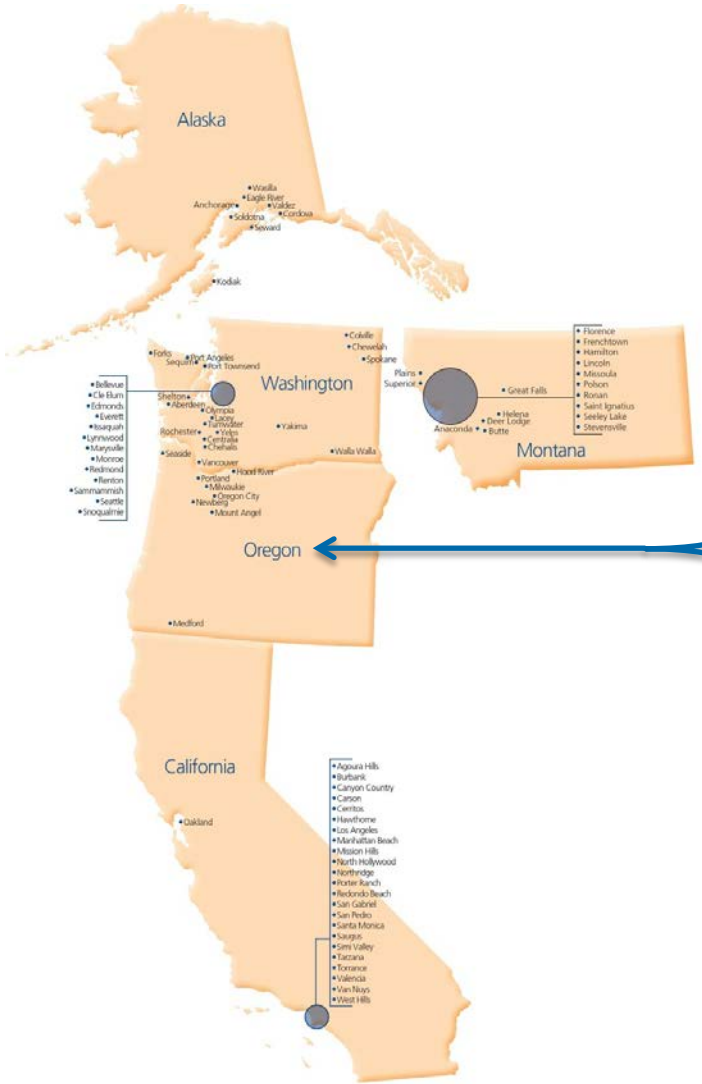
At-a-Glance



- Oregon based
- 30+ years managing healthcare cost
- 500,000+ member lives:
  - ✓ Fully insured large and small
  - ✓ Medicare Advantage
  - ✓ Medicaid and Exchange
  - ✓ Self Funded ASO
- Providence Health & Services sponsorship – integrated care goals
- Mission and values driven

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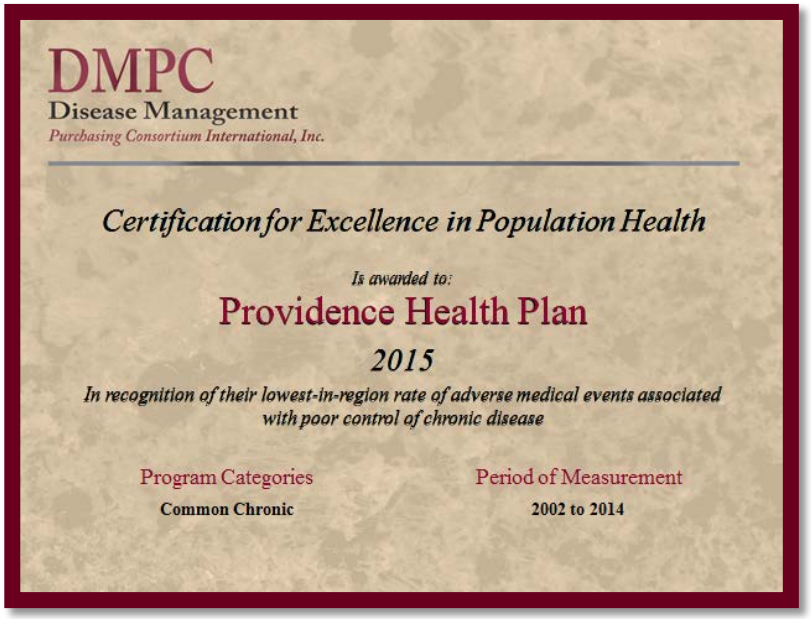
Performance



DMPC
Disease Management
Purchasing Consortium International, Inc.

Certification for Excellence in Population Health

Is awarded to:

Providence Health Plan

2015

In recognition of their lowest-in-region rate of adverse medical events associated with poor control of chronic disease

Program Categories	Period of Measurement
Common Chronic	2002 to 2014

Providence Medicare Advantage Plans
Rated an overall 5-stars by Medicare

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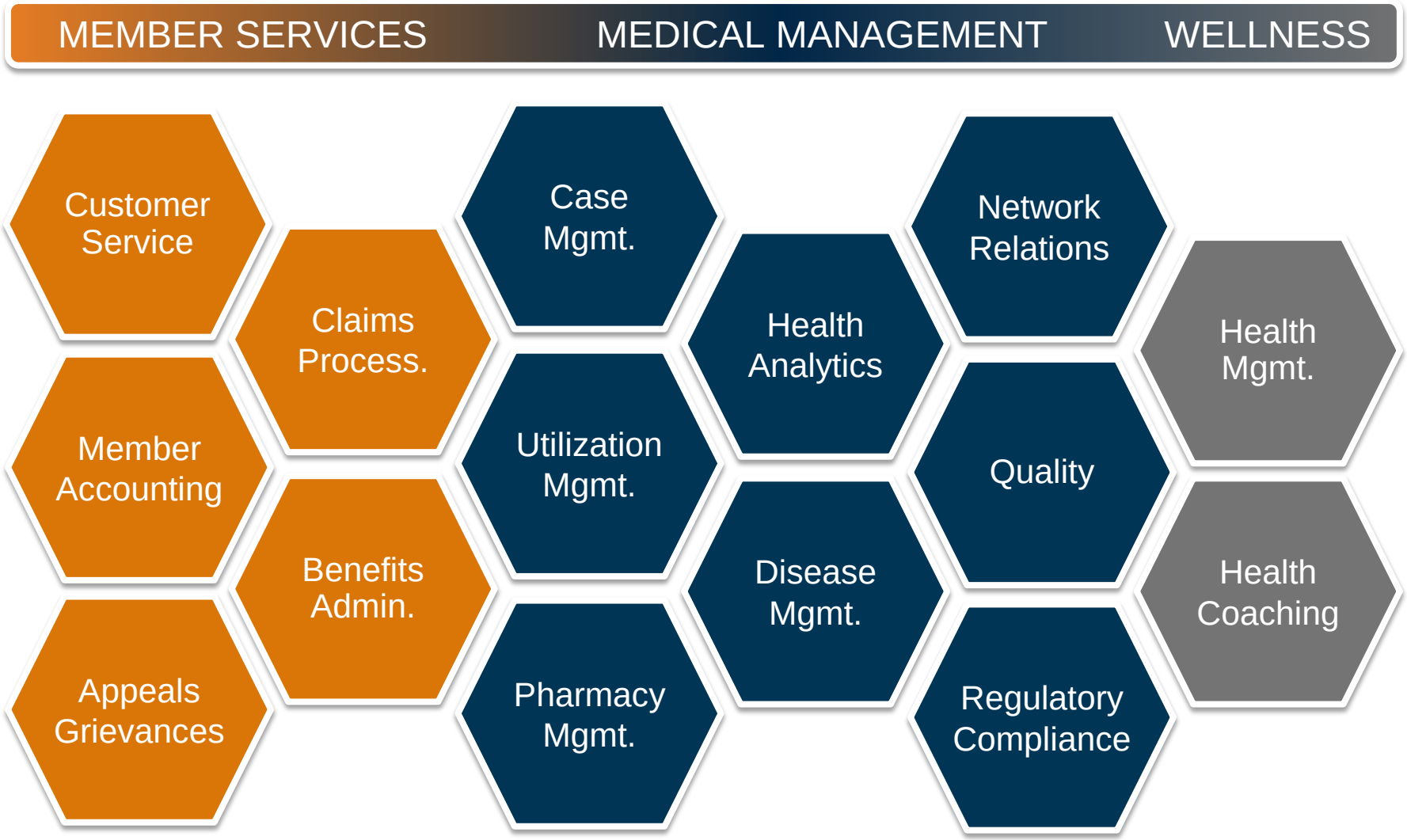
Dedicated Clinical and Service Team



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Member Support Programs

Care Management Programs

COMPLEX CASE MGMT.

End stage renal disease
Transplant/Rare disease
Pediatric/High Risk Maternity
High needs or multiple conditions
End of life care

DISEASE MANAGEMENT

Obtaining recommended health exams and tests
Adherence to prescribed treatment regimen
Symptom recognition and self management
Coaching tailored to member's activation level
Disease specific educational modules
Adoption and maintenance of healthy lifestyle behaviors

PEBB
4/1/14 - 3/31/15

Disease Mgmt. Program*	Members Engaged	% Engaged
CAD	367	21.6%
Diabetes	584	19.2%
HF	93	60.0%
COPD	174	38.0%
Asthma	283	29.5%

CARE COORDINATION

Medical home coordination
Behavioral health integration
Post hospital transition support
Nav. support, access to care, decision support

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Member Quality Interventions

Bdatt.6

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMEBR	DECEMBER
DM, COPD, Chlamydia, Asthma [Gap] - PROVIDER												
DM, COPD, Chlamydia, Asthma [Gap] - MEMBER												
Toddler Immunization - MEMBER												
Preteen Immunization - MEMBER												
Childhood [4m/24m/5yr] Wellness – MEMBER												
Colorectal Cancer Screening [Gap] - MEMBER												
18 mo Immunization/Developmental Screen – MEMBER												
High Blood Pressure – MEMBER												
20 mo Immunization [Gap] – MEMBER												
Adolescent Wellness [11yr/14yr] – MEMBER												
Women's Health [cancer/nutrition/weight mgmt.] – MEMBER												
Respiratory Health – MEMBER												
Breast Cancer Screening – MEMBER												
Diabetes – [eye exam, general] - MEMBER												
Cervical Cancer Screening – MEMBER												
Tobacco Cessation - MEMBER												

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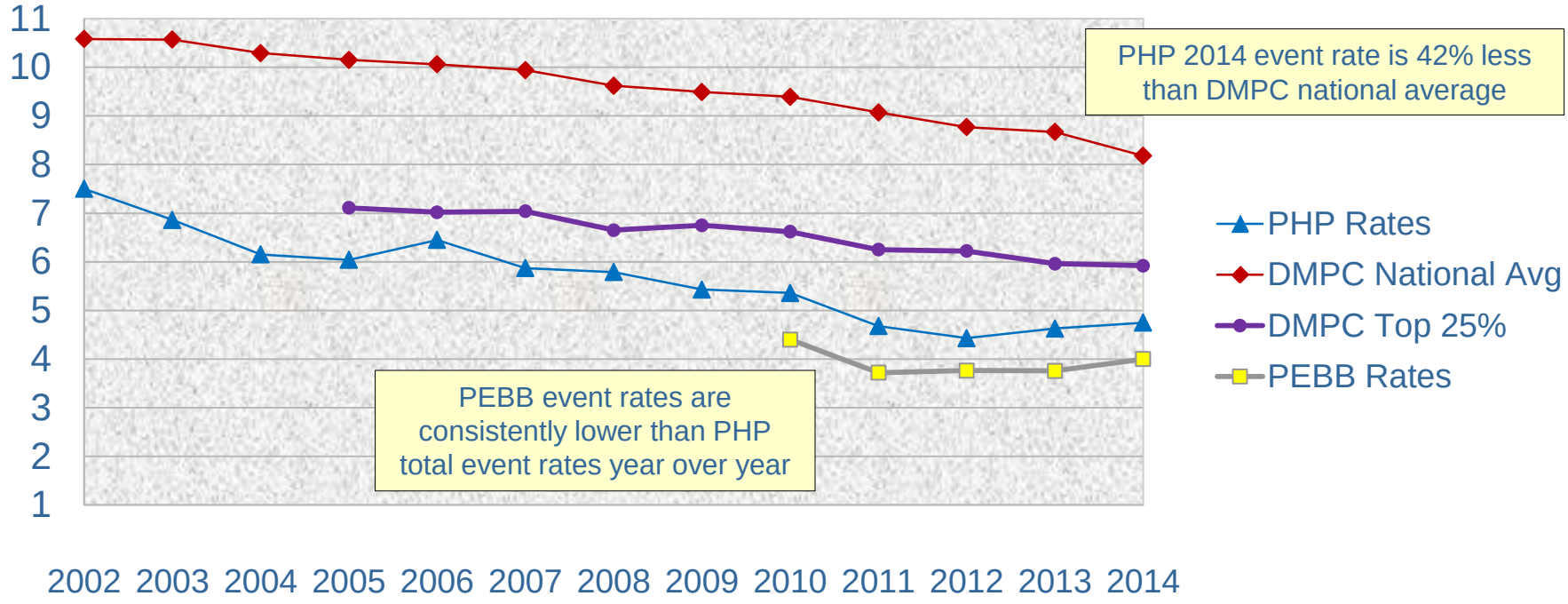
Disease Management Event Rates*

ER and Inpatient Events per 1000 **Commercial** Members

Events: Diabetes, CAD, COPD, HF and Asthma

PHP Commercial Performance is Best is Region

~ Al Lewis, President of DMPC



**Event rates and averages for disease management conditions performed by the Disease Management Purchasing Consortium (DMPC). The DMPC national average reflected in the graph represents ~19 million people.*

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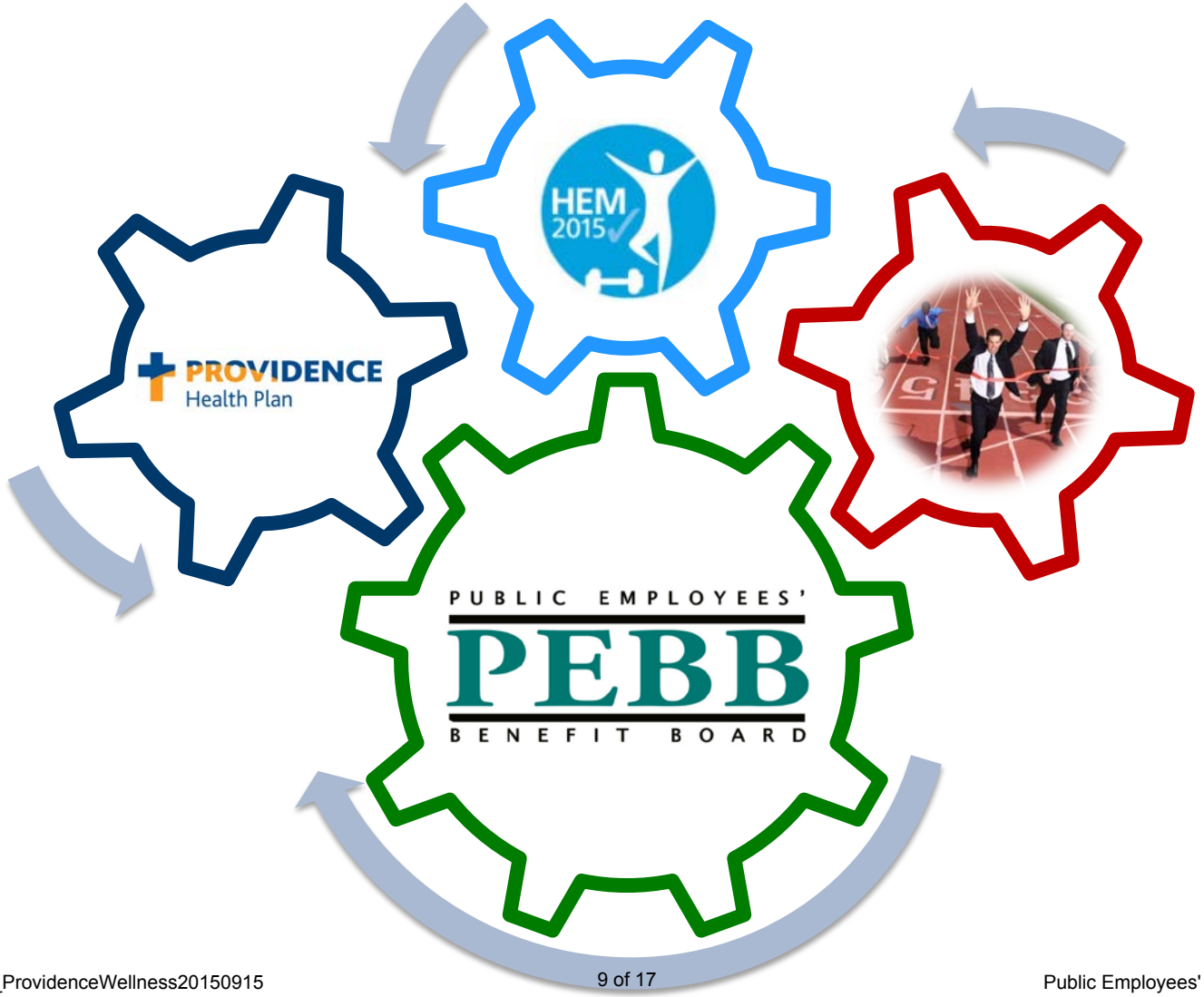
Health & Wellness



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Health & Wellness

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Preventative Benefits

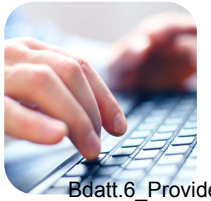
Health Management Consulting

Member Discount Programs

Wellness Central

Member Support Programs

Lectures and Seminars



Online Resources and Tools

Biometrics Screening

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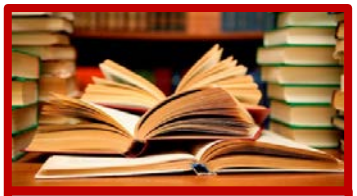
Online Tools and Resources

myProvidence

DASHBOARD

PHA

WORKSHOPS


E-EDUCATION

ACTIVITY TRACK.

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MONITORING

REPORTING

Wellness Tools

INACTIVE

ACTIVE

NUTRITION

POINTS TRACKING

CHALLENGES

COACHING

FITNESS

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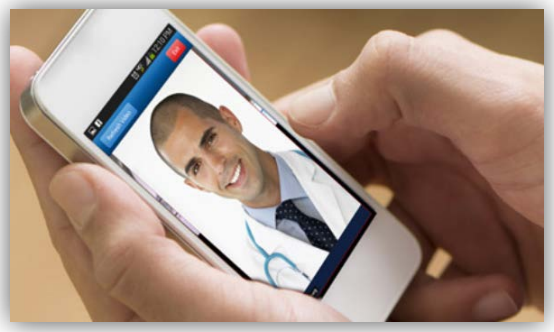
Member Support Programs

Health eXpress

Providence **Health eXpress** is a Web- and app-based service that allows patients to see a Providence doctor or nurse practitioner face-to-face, through a computer, smart phone or tablet.

NO APPOINTMENT NECESSARY!

The average wait time is less than **five minutes** from the time patients log on until they begin speaking with a provider.



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KIOSKS: No cost for any PEBB member.
WEB/MOBILE: Available for PHP members at no cost. If the member is in any of PEBB's other health plans, the fee is $39.

Providence Health eXpress is ideal for non-acute conditions from fever, sore throats and ear infections to rashes and tummy troubles.

TO GET STARTED

Download the mobile app, "Health eXpress" from the iTunes app store or Google Play or visit www.healthexpress.com

Health eXpress

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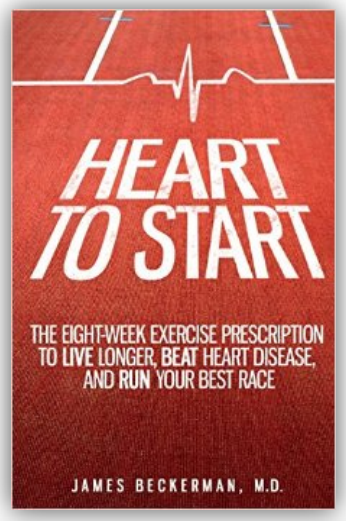
Member Support Programs

Health Coaching

Providence Members: Effective 1/1/2016

- 12, sessions annually at no cost; *available to employees, spouses, and dependents 18 and over*
- Telephonic and online sessions
- **Goal setting, education, and care navigation**



For more information call

888-819-8999 or 503-574-6000.

www.ProvidenceHealthPlan.com/healthcoach

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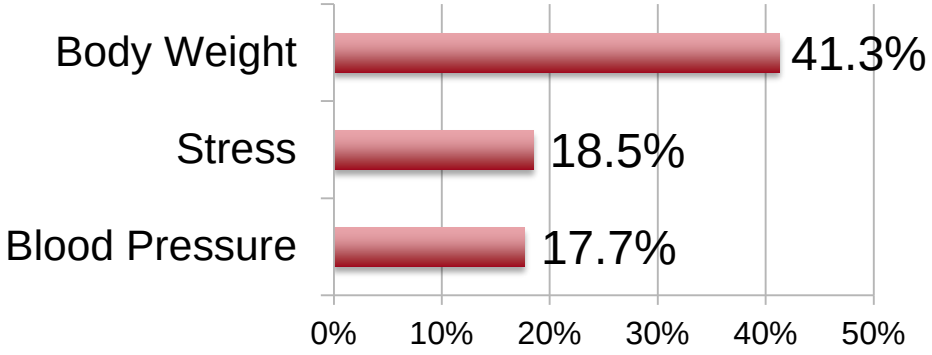
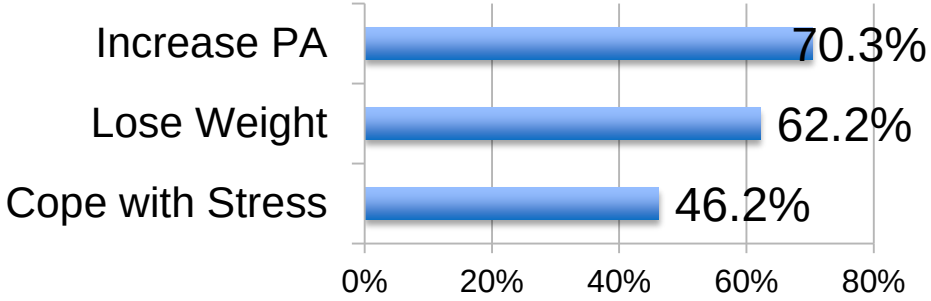
Health Coaching

Understanding PEBB: Care Navigation

Prevalence of Health Risks



Intend Behavior Changes in the Next Six Months



Source: Health Management Resource Center (HRMC), 2014

Healthy Team Healthy U
WELLNESS AT WORK

WeightWatchers
Because it works

MOODHELPER

ExerciseRewards

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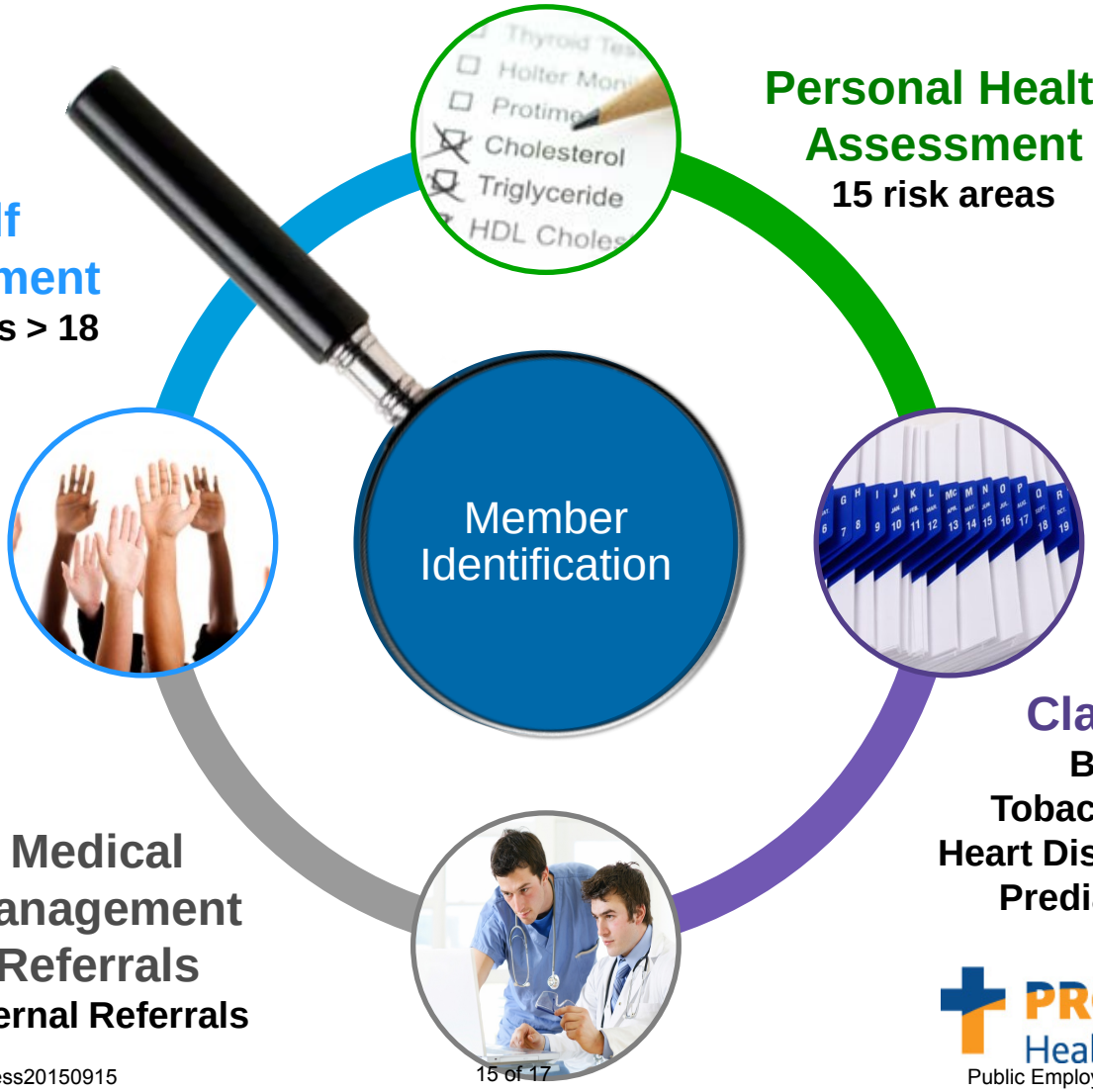
Health Coaching

Member Identification



Self Enrollment
Members > 18

Personal Health Assessment
15 risk areas

Claims
BMI
Tobacco Use
Heart Disease Risk
Prediabetes

Medical Management Referrals
Internal Referrals

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Member Support Programs

Patient Activation Measure

The Four Levels of Patient Activation

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Predisposed to be passive	**Building knowledge and confidence**	**Taking action**	**Maintaining behaviors, pushing further**
Patients lack the confidence to play an active role in their health. *'My doctor is in charge of my health.'*	Patients have some knowledge but large gaps remain. They can set simple goals. *'I could be doing more.'*	Patients have the key facts and are building skills. They are goal-oriented. *'I'm part of my health-care team.'*	Patients have adopted new behaviors but may struggle in times of stress or change. Healthy lifestyle is a key focus. *'I'm my own advocate.'*
GENERAL POPULATION: 10-15%	20-25%	25-30%	20-25%

Source: Insignia Health

INCREASING LEVEL OF ACTIVATION

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PEBB - Providence

A Connected Experience

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