

LCMC Health

UMR CARE

Clinical Advocacy Relationships to Empower



UMRSM

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UMR's suite of integrated CARE solutions engages individuals on all levels of the health care spectrum, providing the right care at the right time.



* Our CARE app is used to enhance the solution

CARE Cues Overview

An Innovative Approach to Gaps in CARE



Digital notification solution
with

150+
Gaps in Care



Omnichannel Approach to Member Engagement



Engagement through
Advocacy



Member Portal



Native App



CARE Enrollment



Medical Behavioral & Substance Use Disorder

included impacting HEDIS,
CAHPS measures, and
overall health and well being



CARE Cues Overview



Maternity CARE

on the journey to motherhood

This includes:

- Pre-pregnancy counseling
- Prenatal information
- High-risk pregnancy identification
- Personal contact each trimester
- Case management for “high-risk” mothers
- First year of life education
- Support person education and phone call



Maternity CARE nurses:

- Provide comprehensive assessments before and after birth
- Educate members before and during pregnancy
- Are a phone call away before, during and after pregnancy
- Inform physicians that the member is in the program



Emerging CARE



Total population management, which highlights significant health concerns of members not engaged in Complex Condition CARE or other CARE programs.

- Frequent emergency room visits
- Medical specialty medications/injectables
- Inpatient and outpatient Behavioral Health/Substance Use Disorder support
- Adverse determination and appeal support
- Pre- and post-surgical counseling
- Discharge support
- Fertility Support
- LGBTQ+ Support
- The CARE App



Assists members who are identified as at risk or high risk*



Assigns CAREpaths



Monitors high-risk alerts



Makes outreach to members as needed



Ongoing Condition CARE

Clinical outreach to members living with ongoing conditions



We use medical and pharmacy claims data along with clinical health risk assessments and program referrals to identify members at high risk with one or more of the following conditions:

Neuromuscular/autoimmune:

ALS, multiple sclerosis, myasthenia gravis or rheumatoid arthritis

Cardiovascular:

hypertension, heart failure or coronary artery disease

Respiratory:

asthma or COPD

Behavioral health:

depression or anxiety*

Blood:

HIV/AIDS, hepatitis C or sickle cell anemia

Gastrointestinal:

ulcerative colitis or Crohn's disease

Oncology:

breast, prostate, colorectal or lung cancers

Endocrine:

diabetes (types 1 or 2)

Genitourinary:

chronic kidney disease

17%

Of a population has one or more of these conditions, which can account for up to

50%

Of a plan's health care expenditures



Remote Patient Monitoring

Helping keep your members healthy in our digital world



- Trending vitals
- Patient/nurse call requests
- In-app messaging
- Video chat

Welch Allyn Blood Pressure Device | Welch Allyn Scale | Ascensia Contour Glucometer | Nonin Oximeter



Wellness CARE Program

Achieve long-term gains with improved health



Wellness CARE engages at-risk plan members to promote positive lifestyle choices and sustainable behavior change.

Program includes:

- Clinical health risk assessment (CHRA)
- Uploading of biometric data (if available)
- One-on-one health coaching
- Online tools
- Incentive support

Choose the level of engagement that fits your needs:

- Comprehensive health & wellness coaching (PEPM)
- Lifestyle coaching
- CHRA review only
- Tobacco cessation only

Prescriptive program – Incentive Solutions

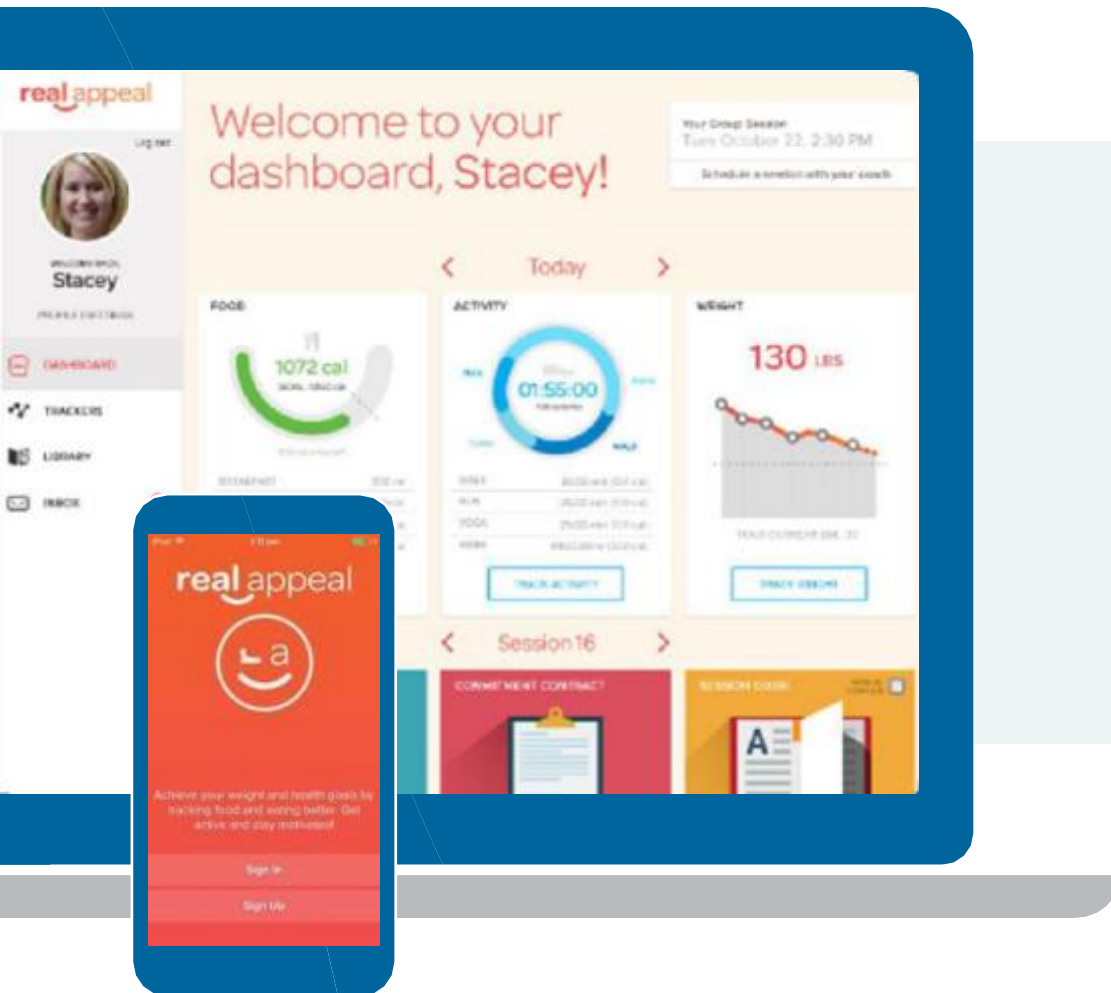


Proven Results!

- 49% quit tobacco (\$3400 per case savings)
- 19% Improvement in BMI/Reduced obesity (\$2500 savings)
- 45% reduced blood pressure
- Diabetes avoidance (\$3000 savings)

Real Appeal

Lose weight. Feel better. Be healthier



Supports weight loss with an evidence-based approach:

- ▶ Reduces pre-diabetes and cardiovascular risk
- ▶ Entertaining, Hollywood quality
- ▶ Clinically sound guidance
- ▶ Direct-to-consumer strategies
- ▶ Aspirational messaging

Real Appeal

Research-based program that helps members make small changes for long-term results

How it works

Real Appeal helps people make small changes necessary for larger, long-term health results, based on weight-loss research studies commissioned by the National Institutes of Health. Real Appeal uses a highly interactive weekly internet show, videos and live online coaching to drive small behavior changes, week-by-week, over a full year.

Member receives:

- Customized plan
- Engaging, inspiring content
- Small, actionable changes
- Ongoing coaching support

Customer receives:

- Improvement engagement
- Potential for reduced medical costs
- Employee satisfaction
- Pay-for-performance pricing



The program is designed to support members with:



≥ 30 body mass index (BMI)



≥25 to ≤29.9 BMI with qualifying co-morbidity*



≥23 to ≤29.9 BMI with no co-morbidity**

*Diabetes, dyslipidemia, high blood pressure, pre-diabetes, tobacco user
**Self-directed program

Live Well Reward\$

A proven path to encouraging better health care decisions



Live Well Reward\$ members will receive the support and resources they need to be successful.

- ✔ Online tools including personal wellness results, health library, action plans, incentive tracking and more
- ✔ Timely encouragement using progress-tracking scorecards and other health-engagement communications
- ✔ Customized programming
- ✔ one-on-one support from UMR CARE coaches*

*Health coaching is associated with specific LWR\$ user types and buy-up products

Reward options



Health Savings Account Contribution



Health Reimbursement\$ Account + Incentive (HRA+) Contribution*



Lifestyle Account (LSA) Contribution



Online rewards



Single-use or Reloadable Prepaid Reward Card



Employer-Administered Reporting



Deductible Modifications (Available with Custom Buy-Up Only)

*Customer must have an HRA account structure set-up