



## CASE STUDY

# Preventing Major Complications from Chronic Illnesses



### CHALLENGE

Through self-management, individuals with chronic illnesses such as diabetes, asthma, heart disease, chronic obstructive pulmonary disease (COPD), and depression can reduce their risk of serious complications, which impact quality of life and increase employer costs.

### GOALS

- Identify members in need of disease management outreach
- Encourage self-management and adherence to treatment plans
- Increase member engagement
- Decrease average risk scores

### SOLUTION

HealthNow Administrative Services (HNAS) disease management provides support for members with chronic issues or whose lifestyles put them at risk for serious illness. Our programs deliver a system of coordinated health care interventions for patients whose conditions require significant self-care efforts. Through successful member engagement, self-management, and adherence to treatment plans, screenings, and follow-up recommendations, we can help prevent complications.

The Johns Hopkins Clinical Predictive Modeling Tool, available within the HNAS analytics engine, identifies members who may benefit from disease management outreach. With claim analysis, members are assigned risk scores through algorithms within the tool. Our programs focus on primary diagnoses of the chronic conditions mentioned above as well as members with moderate risk scores of 3–5.

### OUTCOME

Sample group: Midwest hospital-based employer group  
Approximately 600 covered lives

#### Performance Year 1

- Average chronic condition risk score of employee population: 3.15
- Member engagement rate with disease management program: 12%

#### Performance Year 2

- Average chronic condition risk score of employee population: 2.29
- Member engagement rate: 20%

**Risk:** The overall risk of the employee population with targeted chronic condition diagnoses decreased (improved) 73% over a one-year period, which demonstrates member compliance with care and self-management, appropriate use of services, and presumed lower costs for this plan.

**Engagement:** The Disease Management Association of America reports the industry average for member engagement is 20–25%. Member engagement increased (improved) 70% over a one-year period. This data reflects collaborative efforts to assist, educate, and empower members to achieve high levels of self-management as well as the overall success of disease management outreach.

**HealthNow**  
Administrative Services