

Meritain Health Disease Management

In the United States, almost 50 percent of all annual deaths are caused by heart disease and cancer.¹ A precursor for these conditions is obesity: one-third of all adults in the U.S. are obese, as well as 17 percent of youths.²

Importance of managing chronic disease

Meritain Health Disease Management drills down to the root cause of soaring healthcare costs: plan members' unhealthy lifestyles and behaviors. Identifying these behaviors and detecting health conditions with the potential for high-dollar costs are important steps in helping employers gain control over long-term healthcare spending. Meritain Health targets members at all risk levels.

Disease management: the process

The disease management program identifies candidates and utilizes evidence-based guidelines to positively impact their health and measure improvement over time.

Member orientation

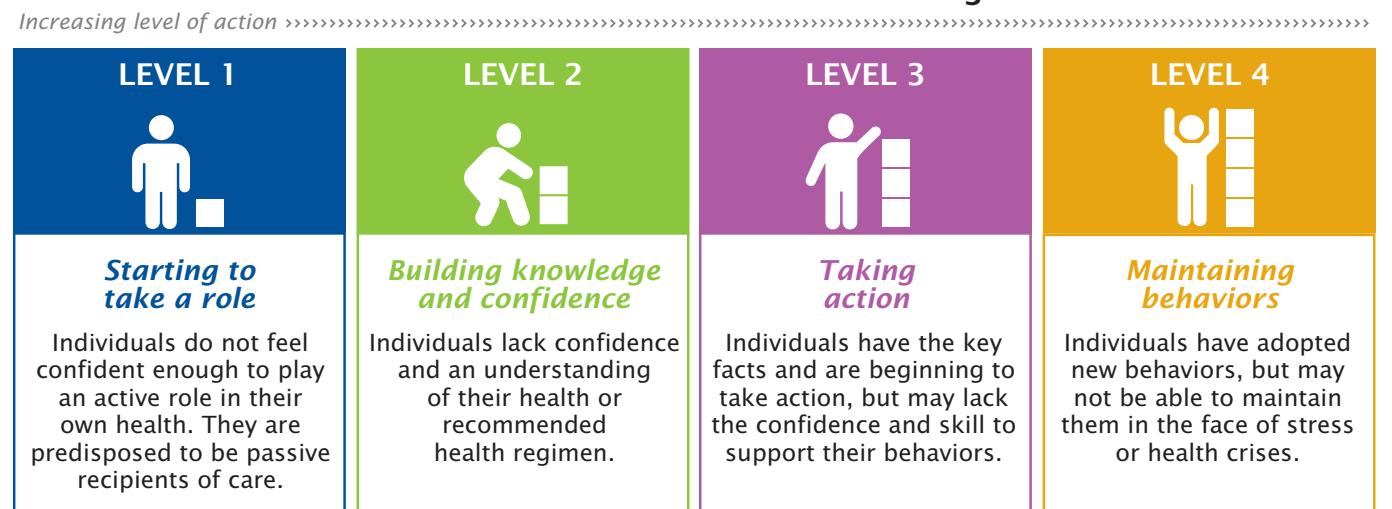
Every new Meritain Health member receives a welcome letter that provides an overview of the program.

Candidate identification

Disease management candidates are identified primarily through predictive modeling based on medical and prescription claims data and through self-referral. This data is then combined with information obtained from on-site biometric screenings, as applicable.

PAM assessment

Candidates who have been identified as having chronic diseases are contacted and, once enrolled, given a PAM assessment to determine their confidence and ability to manage their conditions. This information provides a foundation for a coaching plan tailored to the member's unique needs.



The Patient Activation Measure® (PAM) helps ensure the effectiveness of our disease management efforts. Based on PAM results, nurse health coaches segment members into one of four progressive activation levels. Each level is characterized by distinct differences in the knowledge, skills and confidence essential to manage a chronic condition.

¹ U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2013

² Journal of the American Medical Association, 2014

Nurse health coaching

Each member is assigned a dedicated nurse health coach, who provides counseling and support. The nurse health coach works with members to set incremental targets and goals, and to help foster self-confidence in the management of their condition.

Nurse health coaches also:

- Educate members on warning signs and symptoms, and what to do if they occur.
- Provide educational resources specific to the interaction and needs of members.
- Identify ways for members to stay healthy.

Cost containment

Employers receive quarterly and annual reports to help them monitor program performance. For instance, these reports identify:

- The number of disease management candidates, referral sources and active participants.
- The financial impact of our disease management program, based on changes in the PAM scores of the employee population. *
- Cost savings analysis **—a comparison of two groups within the employee population: one group that is enrolled in disease management, and another group that currently has health conditions and is not enrolled in disease management.

* Available upon the client's request, with the first report available 12 months after the program's start date (then annually).

** Available upon the client's request, with the first report available 18 months after the program's start date. A 100-participant minimum is required. Participants must be in the program for at least six months to be counted.

Targeted conditions

Conditions targeted by Meritain Health Disease Management include:

- Asthma
- Chronic Kidney Disease (CKD)
- Chronic Pain (Caused by arthritis or lower back pain)
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Congestive Heart Failure
- Diabetes
- Hypertension
- Hyperlipidemia



Measuring the impact

The impact of the disease management program can be measured both in terms of improved employee health and the employer's bottom line. On a human resources level, the program can help reduce absenteeism and increase productivity. From a corporate perspective, the program produces sustained improvements in profit margins by reducing healthcare costs.

Advocates for healthier living

At Meritain Health, an Aetna Company, we are your Advocates for Healthier Living. By listening and understanding our clients' needs, we offer flexible, cost-effective and easy-to-use healthcare solutions. Our suite of medical management programs work together to help identify employees who can benefit from additional healthcare support. Then, we provide the guidance they need to achieve their best health.

To learn more about how disease management from American Health Holding can benefit your employees (and your bottom line), contact your Meritain Health representative today.