

# Enhanced Case Management

Mitigating rising healthcare costs with innovative predictive technology and robust digital tools

## An integrated case management approach

Our core case management program at Premera focuses on the whole person, addressing members' physical and behavioral health challenges, social determinants of health, and barriers within the healthcare delivery system. The program identifies members with high-risk or complex health conditions who would benefit from intervention and, with guidance from a dedicated personal health support clinician, helps them navigate their healthcare journey.

## The benefits of Enhanced Case Management

While our core program provides support to members who have known high-risk conditions, some employers want more options to help mitigate rising healthcare costs. Our Enhanced Case Management program combines innovative predictive technology with robust digital member resources to support early member intervention and combat rising costs. This program is designed to help:

- **Reduce future clinical costs** with data insights into future high-cost claimants and detailed action plans for early member intervention, long before high-cost claims appear.
- **Enhance the member experience** with a digital case management mobile app that offers secure chat, access to member programs and resources, and support for navigating the healthcare system.
- **Increase access to support** with case management resources and support for more members in need, reaching beyond your population's high-risk and complex cases.

Harnessing actionable data insights can maximize early intervention opportunities.

87%

precision in predicting future high-cost claimants<sup>1</sup>

Studies indicate that using **digital member programs** with **case management intervention** leads to **improved member health outcomes**.<sup>2</sup>

<sup>1</sup> Foundation Model Overview, Prealize Health 2024

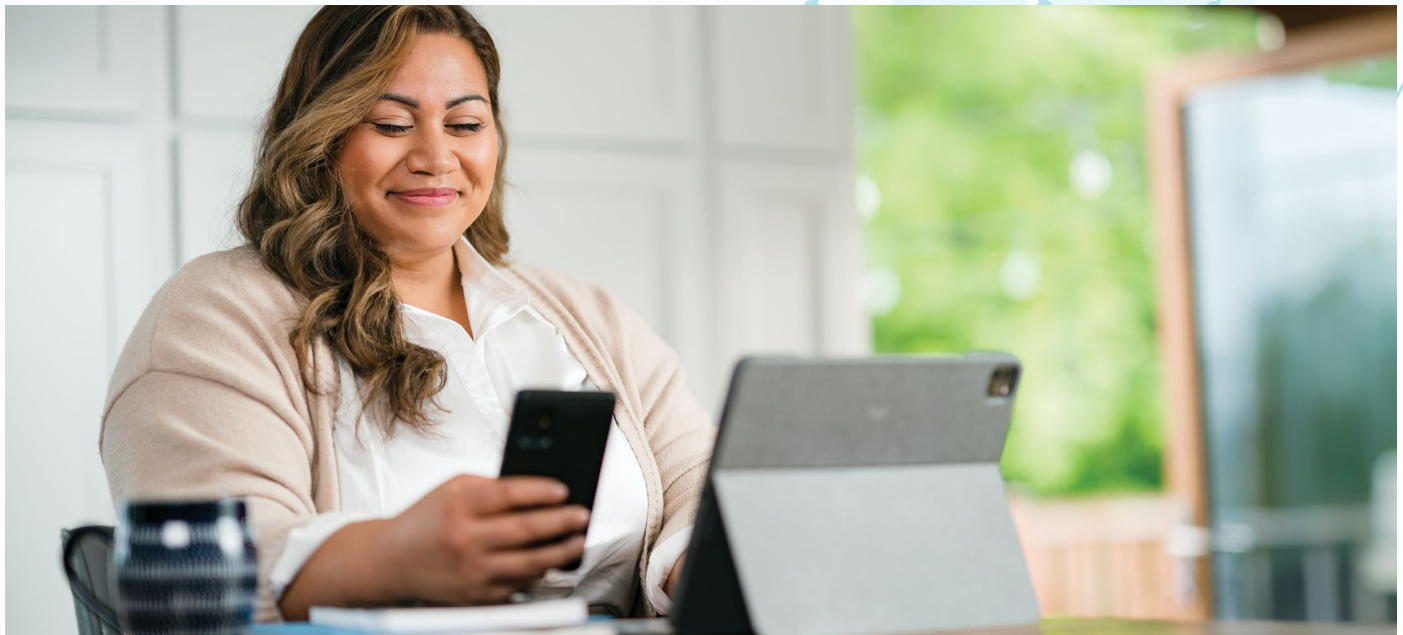
<sup>2</sup> A pragmatic methodology for the evaluation of digital care management in the context of multimorbidity, Journal of Medical Economics, Volume 24, 2021 — Issue 1

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# Member experience



Our Enhanced Case Management program includes a digital case management mobile app that provides your employees and their families with the following resources:



**Secure chat** — flexibility for members to engage with their personal health support clinician when they want, using their preferred communication method.



**Navigation support** — ability to identify healthcare needs for more members in your population and easily direct them to the right care programs, physicians, and high-value services.



**Member resource center** — access to clinically reviewed health and wellness articles and extensive condition and self-management programs. Members can easily filter, scan, and find information they need.

“I love being able to message my case manager!!”

“I really like that I can keep track of my medications on this app.”

“Incredibly helpful and easy to use.”

—Premera member feedback on the digital case management mobile app experience

Contact your producer or Premera rep to help you determine if Enhanced Case Management is the right solution for your employees and your benefits strategy.