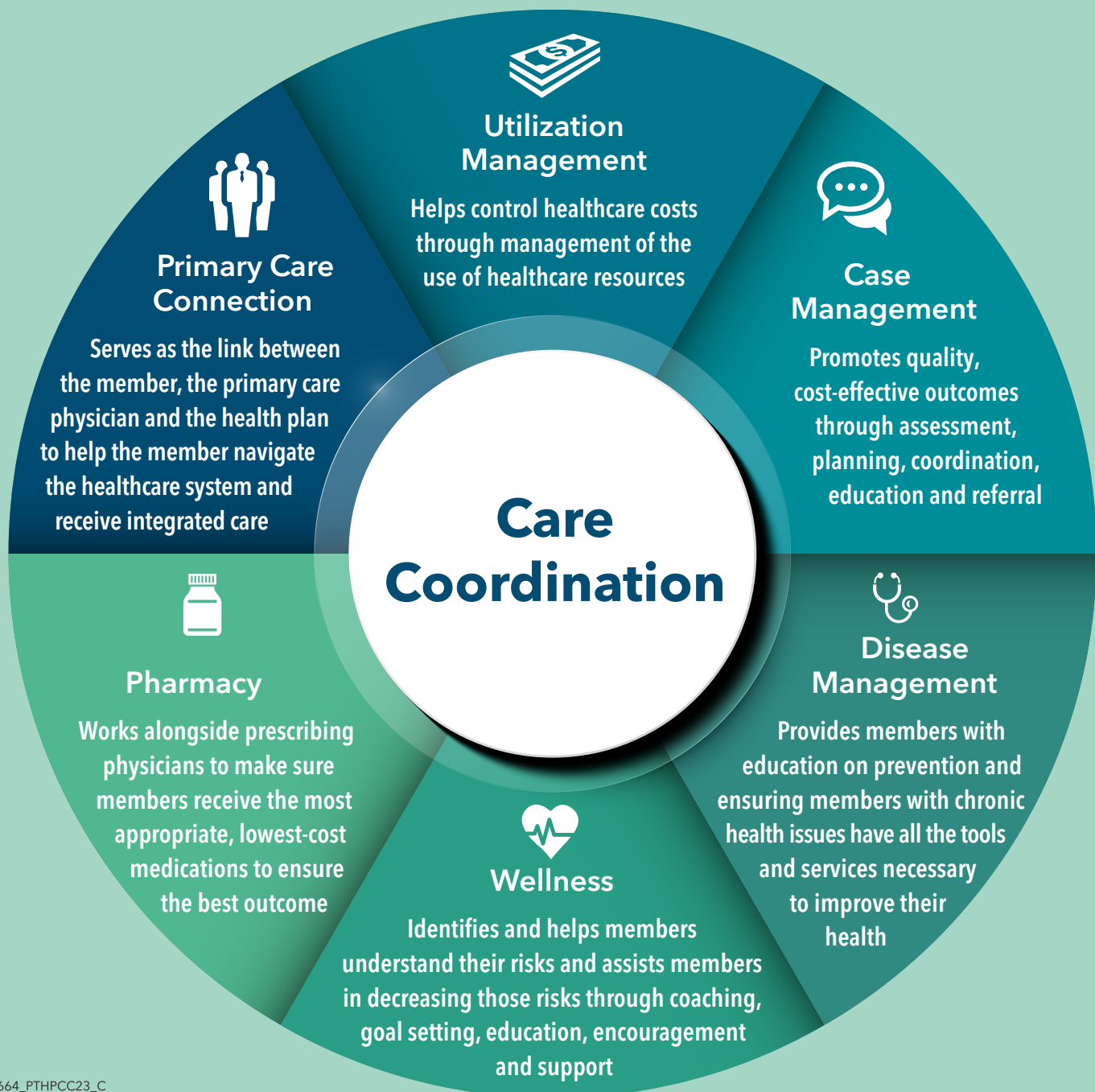


# Care Coordination Programs

PrimeTime Health Plan offers many health and wellness services to its members. These services are streamlined into a program known as **Care Coordination**. With Care Coordination, members have access to a team of local physicians, nurses, dietitians, pharmacists and other clinical and non-clinical staff to help resolve any potential and ongoing health and wellness issues. This system allows PrimeTime Health Plan to provide its members with a comprehensive approach to healthcare.

Members may be affected by one or more programs provided by Care Coordination. The programs work collectively to cover all aspects of a member's health and wellness. For more information about each of these programs, please refer to the reverse side.



# Care Coordination Programs



## Utilization Management

The purpose of the Utilization Management program is to control healthcare costs through management of the use of healthcare resources. By meticulously managing healthcare resources, we ensure that members receive the most medically appropriate and cost-effective healthcare to improve their medical and behavioral health outcomes. The Utilization Management team makes medical necessity determinations based on established criteria. This program is responsible for monitoring the use of healthcare services before the services are delivered to confirm all services are provided at an appropriate level of care, place of service and included in the member's benefit plan.



## Primary Care Connection

The Primary Care Connection program focuses on providing patient-centered, accessible, comprehensive and coordinated care. Primary Care Connection nurses connect with members over the phone or face-to-face for as long as needed. Education is offered to those dealing with chronic and acute conditions along with additional information and resources to ensure members' needs are met. The Primary Care Connection team of nurses is the link between members, providers and the health plan.



## Case Management

The Case Management team is made up of nurses and social workers who help members receive the care, information and community services they need. The program promotes quality, cost-effective outcomes through assessment, planning, coordination, education and referral. PrimeTime Health Plan case managers may contact members if they have recently had a long hospital stay, have a new cancer diagnosis, have a complex medical issue or require specialized care from an out-of-network provider.



## Disease Management

The Disease Management team offers an integrated and comprehensive approach to manage conditions, reduce complications, improve quality of life and decrease costs. Disease Management nurses reach out to members with diagnoses such as Diabetes, Congestive Heart Failure (CHF) and Chronic Obstructive Pulmonary Disease (COPD) through tele-monitoring programs. Outreach is also provided to members with mental health concerns through the Disease Management program. Members will receive targeted materials to introduce available opportunities and Care Coordination resources. Nurses will also contact members for preventive care reminders and available educational programs. Common reminders nurses provide are preventive screenings, adherence follow-up, medication follow-up and information on how to improve overall outcomes.



## Pharmacy

PrimeTime Health Plan's Pharmacy team made up of clinical pharmacists, pharmacy technicians, data analysts and medical directors help members navigate their formularies and answer medication-related questions. Through use of flexible, custom formularies and plan designs, members can expect to receive high quality, low net cost medications from the Pharmacy program. This team of local experts works with a national Pharmacy Benefits Manager to power negotiations for drug costs. Members receive integrated and tailored Pharmacy services when they utilize other programs within PrimeTime Health Plan's Care Coordination.



## Wellness

The PrimeTime Health Plan Wellness Team is made up of nurses, personal trainers, dietitians and tobacco cessation specialists ready to help our members by providing health coaching, education, encouragement and support to assist them in reaching their goals. The services are provided in person, telephonically or virtually.