



WPS ASO

# Care Management

## Managing member health to help lower costs

The WPS Care Management approach is designed to help members manage and improve their health, keep control of health care costs, and prevent them from rising up the risk spectrum. We focus on educating and helping members self-manage their symptoms to achieve these goals.

**WPS**

ADMINISTRATIVE SERVICES

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WPS uses a collaborative care management process with a member and the member's family. We facilitate assessment, planning, care coordination, and advocacy through communication and use of available resources. This promotes member safety, high-quality care, and cost-effective outcomes.

The goals of the program include increasing member autonomy and aiding in informed decision-making. This is done by educating members about their disease process, prognosis and treatment options, appropriate use of resources, and the appropriate level of care to meet their needs. This education promotes autonomy and member control over care.

## WPS Care Management helps at-risk members

WPS receives referrals to the Care Management program in many ways. Direct self-referrals, employer-based referrals, provider-sponsored referrals, utilization management referrals, population health referrals, and internal analytics can all trigger our process. We segment referred members by various risk factors to help identify Care Management programs best suited for their health condition(s), enabling them to get the required level of support. Based on the programs, registered nurse case managers contact members to assist them with their identified needs.

## There are three components to our Care Management program:

1. Catastrophic care management
2. Complex care management
3. Targeted care management

### Catastrophic care management

Registered nurses engage with employers and members to help members navigate care challenges resulting from a serious health affliction, provide support during the care program, and coordinate high-cost intensive treatments/services. This includes transition support, palliative care, and long-term planning. Our registered nurses do a risk assessment/targeted evaluation of the member's condition and ensure that the member has a plan of care with a provider. The case manager then follows up with the member on a routine basis for a period of three to 12 months (depending on the member's health condition) to support the member's progress.

*Example:* Members often need home health services or skilled nursing after an inpatient stay. WPS Care Management can help the member coordinate benefits and services as the member is discharged from a facility, assisting optimal recovery.

### Complex case management

We support employers and members as they navigate complex health care challenges via a mix of personal contact and digital outreach. Members with frequent hospital admissions, newly diagnosed complex health conditions, and/or frequent emergency treatments are managed in the program. They are contacted by a registered nurse by phone and by mail to establish health care goals and develop a plan of care. Once an assessment is complete and a plan developed, the registered nurse follows up with the member on a routine basis for three to 12 months (depending upon the member's health condition and goals), to check on the member's progress and to support the member in reaching the goals.

*Example:* When members initially start taking their medications, it is not uncommon to have side effects. With education, members can get the information they need to discuss their concerns with their prescribing physician or to ease any fears they have. These early interactions promote better medication adherence and fewer emerging symptoms.



## WPS Care Management helps at-risk members

### Targeted Care Management

For select conditions where there is an observed need, WPS develops targeted Care Management programs. Members with similar conditions are treated as a “cohort” with a targeted program. For these cohorts, our team provides members with education about their health benefits. We also assist with care coordination at participating providers and pharmacies. The goals of the cohort programs are to prevent members from rising up the risk spectrum and help them self-manage their symptoms to drive down future health care costs. The Care Management team conducts personal outreach to individuals in these cohorts.

### Emergency room services

In this program, we identify members with recent emergency room visits that could have been prevented or treated with appropriate primary care. High-risk members who incur frequent emergency services are contacted by registered nurses to help manage their risks.

- » **Analysis and intervention:** Members who have a Primary Care Practitioner (PCP) are less likely to receive treatment from an emergency room department for a condition that could have been avoided with regular visits to their PCP. With data analytics, we develop a better understanding of the drivers for a group member’s admittance into the emergency room and identify high-risk members. With these insights, we create programs/opportunities for our case managers to intervene pre-ER visit and manage/redirect to help avoid expensive diagnostic and professional services.
- » **Personal touch:** Our care managers personally reach out to the member to help bridge the gap between the member and the care needed. Through education, prescription adherence support, and coaching (refined with an understanding of the social determinants of health), we help manage the member’s health, avoid emergency room visits, and drive costs lower. WPS’ personal outreach approach helps build trust with our members, driving better results.
- » **Education:** Nurses help members understand the health benefits they can use (e.g., telehealth, PCP) and the community-based, professional, and evidence-based resources available to them (e.g., professional societies, journals, magazine articles). If desired, they can help the member find an in-network provider, set up appointments, and set up mail-order pharmacy orders.
- » **Outcomes:** Targeted and personalized intervention, outreach, and education lead to better managed members, avoided emergency room visits, and lower costs.



## WPS Care Management helps at-risk members

### High-Risk Maternity Program

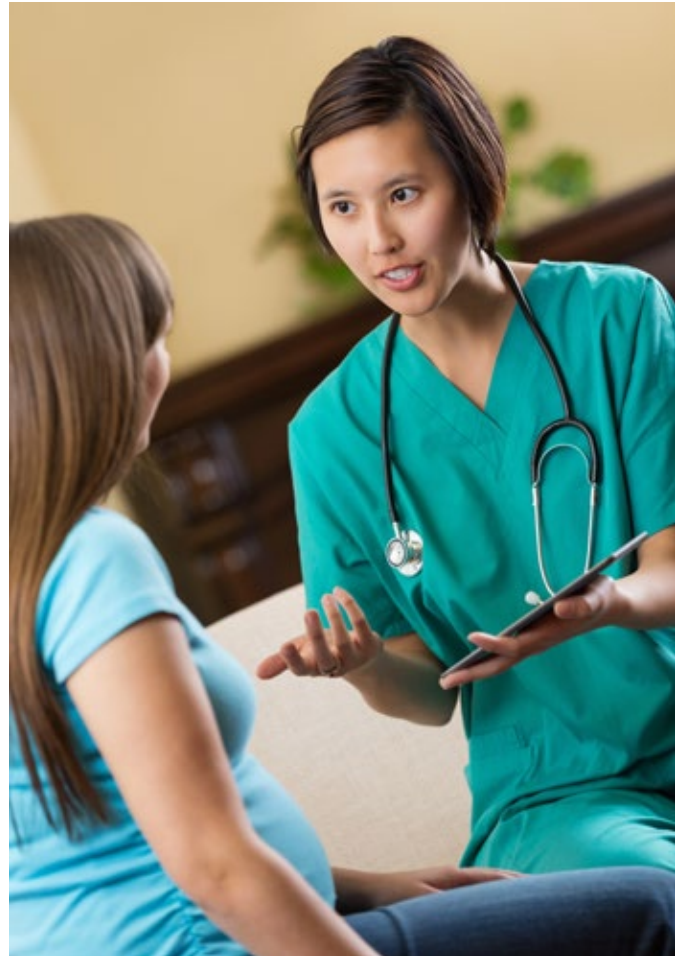
A Case Management program for pregnant members

» The health of parents is strongly related to the health of their infants. By encouraging and enhancing the pregnant member's relationship with their doctor and providing education and support, WPS' Maternity Program seeks to improve health outcomes for both parents and their infants. We are honored to support our members and their families on their pregnancy journey.

#### Goals of the Maternity Program

- » By helping members manage preexisting conditions that could cause pregnancy complications, WPS can help both parents and babies be healthier. The Maternity Program can:
- Help members understand their health care benefits
  - Help members better manage their personal health care needs and risk factors during and after pregnancy
  - Inform members about community and technical resources that can help meet their individual needs
  - Support optimal maternal and infant outcomes by promoting evidence-based perinatal care
  - Reduce pre-term births by lowering risk factors and improving access to education for perinatal care
  - Reduce neonatal intensive care (NICU) admissions for infants
  - Eliminate barriers to health care for better health outcomes for mother and infant

Healthier parents and babies lead to healthier families and healthier communities.



## Tailored solutions help employers stay ahead of trends

### » Improved health access for members

Members have increased access to high-quality health care:

- High-touch engagement with personal outreach
- 24/7 digital member education via mobile applications at no cost to the member
- Improved access to community resources for members with complex care needs

### » Unparalleled member access and support

Members can speak directly to a nurse without their call being triaged or questioned. WPS facilitates access to care and serves as an advocate for members on care needs and insurance questions.

### » Improved health management

The programs improve health management in several areas, including:

- Medication adherence
- Management of individual complex health conditions
- Post-acute care coordination for optimal recovery
- ER avoidance
- Reduction of long-term complications

### » Lowered health care costs

Improved health management and avoidance of high-cost situations helps lower costs for members and the group.

### » Group leader support and access

We provide groups with data analytics on high-incidence diseases and financial impacts, enabling the group leader to design program features in the following year to help drive down costs. Group leaders have direct access to WPS Case Managers to get information back the same day.



## Get a quote today!

Contact your WPS sales representative today for more information or to request a quote.

**866-297-4977**  
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