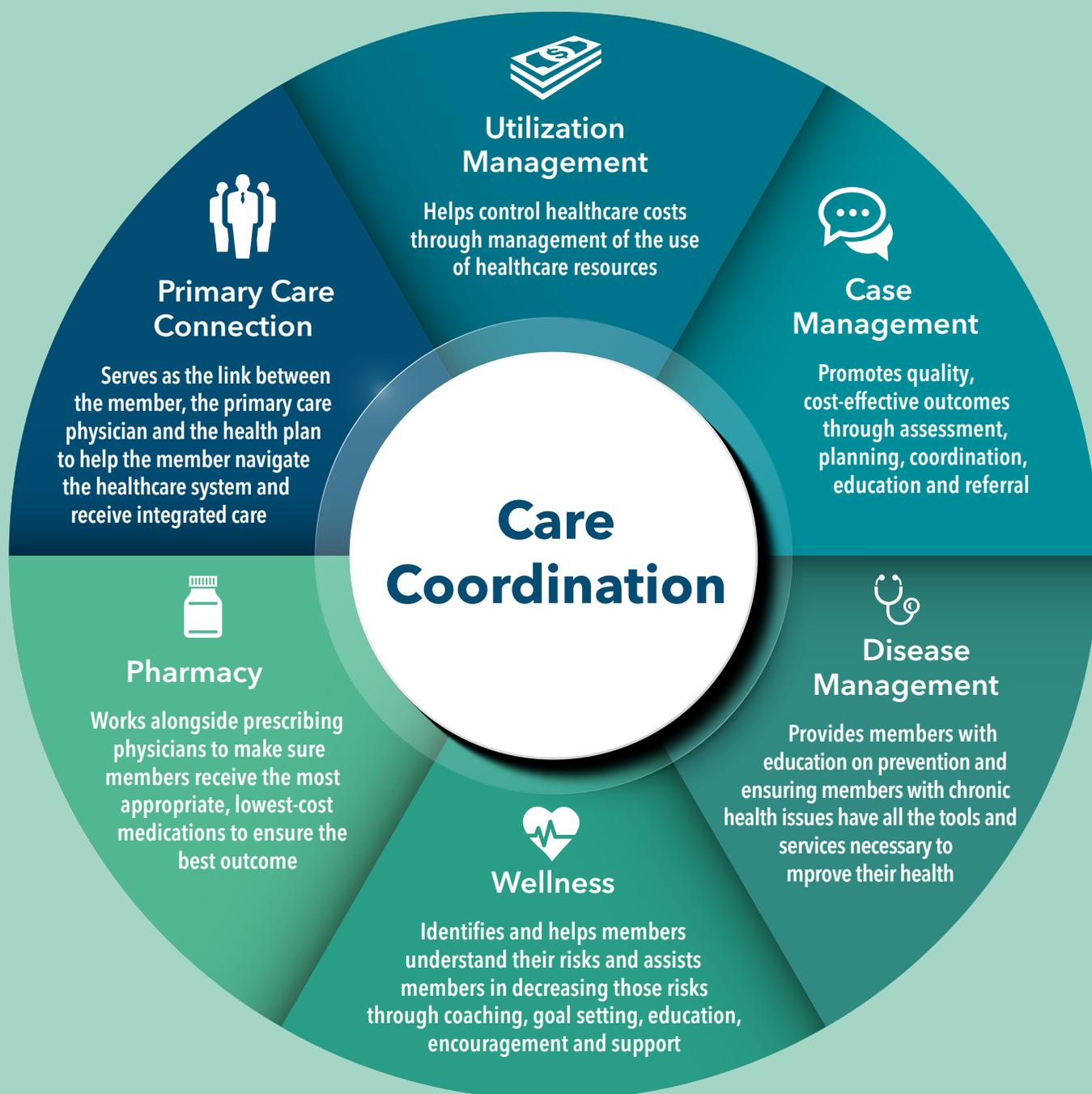


# AultCare's Care Coordination Programs

AultCare offers many health and wellness services to its members. These services are streamlined into a program known as **Care Coordination**. With Care Coordination, AultCare 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 AultCare 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.



# AultCare's 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. AultCare 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 AultCare Care Coordination resources. Nurses will also contact members for preventive care reminders and available educational programs. Common reminders AultCare nurses provide are preventive screenings, adherence follow-up, medication follow-up and information on how to improve overall outcomes.



## Pharmacy

AultCare'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 AultCare's Care Coordination.



## Wellness

AultCare provides coaching, goal setting, education, encouragement and support to members needing extra assistance. Depending on the arrangement with each employer, Wellness provides on-site health fairs which include labs, blood pressure, body mass index, body fat percentage, waist circumference, an online Health Risk Assessment and an assigned health coach. Visits with the health coach are one-on-one via in-person, telephonic or a group setting. Additional services are provided upon request and as the need arises.