

 **the right resources, at the right time**

MedCom's industry leading outcomes are a result of our unique approach to our clients and their members. We don't simply provide a menu of services. Every interaction, every opportunity to outreach and touch members, is a personalized experience designed to meet the member where they are. Our fully-integrated approach provides the appropriate level of care for each individual. We extend the right resources, at the right time. The impact is appropriate utilization, educated and informed members, and tightly managed claim dollars for the health plan.

Our professional staff includes:

- Full-time Medical Director
- Registered Nurses
- Licensed Practical Nurses
- Clinicians specialized in over 20 disease states
- Social Workers
- Dietitians
- Clinical Laboratory Scientists
- Panel of Physician Advisors
- Wellness Coordinators
- Member Engagement Specialists
- Repricing Specialists

Certifications in highly-specialized clinical areas mean our nurses can both educate and help contain costs for catastrophic cases and conditions across the healthcare spectrum. These include Certified Case Managers, Certified Diabetes Educators, Certified Oncology Nurses, Certified Transplant Management Nurses, Certified Neonatology and Maternity Nurses, Certified Chronic Care Professionals, and Certified Professional Health Managers.

outperforming the industry 

MedCom Care Management's services are consistently better than industry benchmarks in areas such as number of admissions, bed days, and average length of hospital stay.

	Industry	MedCom Care Management
Admits / 1,000	56	42.4
Bed Days / 1,000	213	133.77
Average Length of Stay	3.83	3.15



maternity management

promoting healthy pregnancies & reducing risk of pre-term births



we believe health is a business issue

We believe that employers can't control costs by controlling costs. Addressing the risks, through a targeted health management strategy, is the only way to control long-term healthcare costs.

MedCom Care Management's clinically based care management programs are proven to promote optimal health outcomes and manage healthcare costs through the entire healthcare continuum.

Clients utilizing the full suite of MedCom services are experiencing near zero increase in healthcare cost trend after only two (2) years.

maternity management: program summary

The joy and anticipation of parenthood is an exciting time. But for mothers-to-be who are unaware of the importance of prenatal care, it can be an overwhelming experience.

MedCom's nurses are there to answer pregnancy questions and reinforce the instructions that participants receive from their doctors. Through educational materials and ongoing phone consultations, our nurses encourage early and consistent prenatal care.

Handle With Care™ Maternity Management Program produces tangible improvements in maternity outcomes, reduces incidences of pre-term delivery and low birth weight infants, and provides cost savings for employers and participants.

- Health risk assessment to help proactively determine the risk category of expectant mothers.
- Provides targeted educational materials to expectant mothers to help improve birth outcomes.
- Periodic telephone consultations to encourage consistent prenatal care, answer questions, and review health status.
- Improves health outcomes of expectant mothers and newborns through personalized care and monitoring.
- Reduces costs to health plan and plan participants through early identification and treatment of high risk pregnancies.
- Enhances employee benefits package by providing your plan participants resources to evaluate their care and help them avoid unnecessary medical expenses.
- Helps reduce the incidence of pre-term births and low birth weight babies, thereby reducing health plan costs for the employer and participant.

maternity management

Pregnancy is a time of both joy and concern. From pre-pregnancy planning through delivery, the decisions women make may impact not only their own health, but also the long-term health of their babies. Through a detailed screening process, **Handle With Care™** can help provide early identification of potential risk factors and help expectant mothers take measures to promote a healthy delivery and a healthy baby.

Handle With Care™ is a comprehensive Maternity Management Program specifically designed to provide information and education to women to help avoid complications of pregnancy and pre-term delivery. Our goal is to educate and encourage early and consistent prenatal care, thereby reducing rates of low birth weight and infant morbidity and mortality.

By promoting healthier pregnancies and encouraging women to take a more proactive approach to their health and their baby's, **Handle With Care™** provides women with critical information needed to help promote a healthy outcome.

maternity management process

In order to obtain the maximum benefit from the program, it is essential for **Handle with Care™** to be notified as early as possible in the individual's pregnancy. Upon notification, **Handle With Care™** will send an introductory letter to the participant explaining the program. Following the letter, the maternity care manager will call, e-mail the participant, or mail a short health risk assessment that will enable the care manager to stratify the participant into a risk category. Upon completion of the health risk assessment, the participant will be sent a welcome gift and introductory educational materials. Based on answers to the assessment, participants are stratified into one of three risk levels: low, moderate, or high.

level 1 - low risk

Members identified as low risk will receive periodic educational materials that include information on smoking cessation, alcohol use, exercise, nutrition, prenatal care, and other topics.

The expectant mother can request additional materials that might be of particular interest to her as needed. Participants can call the maternity care manager at any time to discuss concerns or to request specific educational materials.

level 2 - moderate risk

Individuals identified as moderate risk will receive the educational materials as noted in Level 1, and in addition will receive periodic calls from the maternity care manager. These calls will assess any needs the individual may have and will assist in closing any gaps in care that may be identified. The maternity care manager will work with the patient's physician as needed to ensure identified needs are addressed. The care manager will be available to the participant as needed to discuss concerns or specific care needs.

level 3 - high risk

Individuals identified as high risk will receive a minimum of one phone call per month from the maternity care manager, in addition to educational materials. The care manager will work closely with the patient and her healthcare provider to help ensure a healthy pregnancy and delivery. The care manager will provide care coordination and assistance as needed to the patient and her healthcare provider. Also, in the event a serious complication develops, early referral for Case Management is made.

core/standard educational materials

upon initial notification:

- Mama Magazine
- Eating Healthy
- Be Good to Your Baby
- Men Have Babies Too/Becoming a Dad
- Exercise in Pregnancy
- How Your Baby Grows
- Pre-natal Care



upon completion of risk assessment:

- Baby and Me (book)
- Signs of Pre-Term Labor
- Pamphlets on any identified risk fact
- Pregnancy organizer for those who enroll in their first trimester

additional materials may include:

- Gestational Diabetes
- Diabetes and Pregnancy
- Smoking and Pregnancy
- Alcohol and Pregnancy
- Breastfeeding information
- Depression & Pregnancy
- Infections & Pregnancy
- Hypertension/Pre-Eclampsia

post delivery materials:

- Newborn Care & Safe Sleep
- Clinical Preventive Services for Children
- Post-Partum Depression

case closure

Following delivery, the new mom will receive a congratulatory letter and a program gift for her and her new baby. Approximately 2-3 weeks following delivery, the maternity care manager will follow up with the new mother to screen for maternal or newborn concerns or needs. If concerns or needs are identified, referral will be made to **MedCom Care Management's** Case Management Program.

reporting requirements

MedCom Care Management is accountable to its clients for periodically reporting results of the **Handle with Care™** program. Examples of reports include:

- **Handle with Care™** enrollment statistics, including those who have enrolled into the program, those who have declined to participate, and those who have been disengaged from the program
- Savings achieved through maternity management interventions

Reports are produced at least annually, but may be produced more frequently if requested or required by the client.