Oxford Condition Management Programs:
Helping your employees learn, be encouraged and get support.
Better information means better decisions.

We strive to educate our members about making smart choices when it comes to their health, treatment options and physicians. By developing trusted relationships, we can reinforce and support physician treatment plans and help your employees get the most out of their care encounters. Better information may help eliminate unnecessary procedures, reduce complication rates and improve medical outcomes for higher quality care, greater efficiency and lower costs.

Targeted, transparent solutions.

We can direct our condition management solutions specifically to chronic and complex conditions where self-care and appropriate referrals to participating physicians may make a significant health and financial impact. Many times, our interventions are triggered without any effort from you or your employees. We identify individuals who could benefit from our solutions through:

- Predictive modeling using more than 450 evidence-based rules.
- Health assessments.
- Claims, pharmacy and lab data.
- Emergency department visits and hospitalizations.
- Nurse line (Oxford On-Call®) referrals.
- Member, caregiver and provider referrals.
- Fully synchronized pharmacy and care management systems, processes and teams that work toward creating deeper insights to members’ conditions and care.

A holistic approach.

All of these touch points help us to gain more insights into the member’s total care, allowing faster gap identification to drive meaningful change — more relevant member engagement, improved clinical outcomes and reduced costs. Our proprietary clinical technology uses the member information we capture to activate personalized health care management, providing a more coordinated and holistic view of each member.

Did you know?

Chronic diseases are responsible for seven of 10 deaths each year, and treating people with chronic diseases accounts for 86 percent of our nation’s health care costs.1
Overview of programs.

Care Coordination
The Care Coordination program proactively facilitates and coordinates the care for Oxford members with chronic or complex conditions. The program encourages wise health care decisions by providing members with access to medical information and clinical resources at several points of contact. Features include:

- **Transitional Case Management (TCM)**
  Support for members who are in transition from an inpatient setting to a home setting. In an effort to prevent avoidable readmissions, TCM consists of discharge follow-up and case management. The TCM teams work closely with members and their physicians to support and reinforce treatment plans, emphasizing symptom management and patient empowerment.

- **Complex Case Management (CCM)**
  Provides access to specialized nurses as well as other resources that can assist in better managing a member’s health and coordinate the member’s health care needs. By collaborating with members and their physicians, or other health care professionals, the nurses are able to facilitate access to health care services. They also provide support for health-related decisions, which may allow members to obtain the highest quality of care, maximize their health care coverage and potentially save money.

Heart Failure
The number of adults living with heart failure increased from about 5.7 million (2009-2012) to about 6.5 million (2011-2014), according to the American Heart Association’s 2017 Heart Disease and Stroke Statistics Update.²

Through our Heart Failure program, we seek to help Oxford members maintain the highest possible level of function. We do this by:

- Monitoring the member’s weight, symptoms, treatment plan and medication adherence.
- Working with both the member and the member’s doctor to address early heart failure complications.

The program has a holistic focus that takes into account the member’s:
- Other health risk factors (e.g., hypertension, high cholesterol, excess weight, smoking).
- Conditions (e.g., diabetes, coronary artery disease, COPD, depression, etc.).

These efforts are intended to help the member proactively manage his or her symptoms, reduce emergency room visits and avoid unnecessary hospitalizations.

Coronary Artery Disease and Diabetes
Cardiovascular diseases account for more than one-third of all U.S. deaths. Treatment of these diseases accounts for about $1 of every $6 spent on health care in this country.³ The Coronary Artery Disease (CAD) program for Oxford members is designed to help individuals manage their condition and risk factors, in an effort to prevent heart attacks and unnecessary emergency room visits and hospitalizations where possible.

People with diagnosed diabetes, on average, have medical expenses approximately 2.3 times higher than what expenditures would be in the absence of diabetes.⁴ The goals of the diabetes program are to help individuals best manage their condition, including blood glucose levels and risk factors, reduce unnecessary emergency room visits and prevent disease progression and other illnesses related to poorly managed diabetes.

The CAD and diabetes programs provide information and resources to help individuals understand their condition and its implications, and how they may try to reduce risk factors such as high cholesterol, high blood pressure, excess weight, obesity, cigarette smoking and lack of physical activity.

Features of the programs include:
- Educational mailings.
- Biannual newsletters.
- Interactive Voice Response (IVR) phone calls with members to address specific gaps in care.
- Information about condition-specific websites.

Managed Infertility
The Managed Infertility program offers Oxford members access to:

- An infertility Centers of Excellence network.
- Education — straightforward information about the clinical and nonclinical issues surrounding infertility and its treatment, including clinics and physicians.
- Information and ongoing support from nurse consultants about options to help individuals make informed decisions about their care.
- Coverage for care at infertility clinics, including care to reduce the risk of multiple births.
- Education from our infertility nurses about infertility and its treatment, direction on where to obtain additional infertility resources, and information about why certain infertility facilities and physicians are included in the Centers of Excellence network.
Neonatal Resource Services

The Neonatal Resource Services Program for Oxford members helps enable parents to receive education and support during this stressful time that may help avoid readmissions and post-discharge complications. Our dedicated team of neonatal intensive care unit (NICU) nurse case managers, social workers and medical directors collaborate in monitoring the clinical care and other services provided to the baby and parents.

Chronic Kidney Disease

Through this program, a nurse will be available to help members in a number of ways, from referring the member to a nephrologist, to helping the member manage other conditions that may have developed as a result of kidney disease (e.g., diabetes, high blood pressure and heart disease). Members also can receive help preparing for dialysis, including home therapies and outpatient treatment.

Kidney Resource Services/End-Stage Renal Disease

The Kidney Resource Services/End-Stage Renal Disease program (KRS/ESRD) delivers integrated, evidence-based case management services to members with end-stage renal disease. A goal of the program is to help improve the member’s outcomes and help reduce medical costs among this low prevalence, clinically complex and high-cost patient population. Program nurses work to help:

• Reduce avoidable hospitalizations and emergency room visits by proactively managing associated health risks.
• Reduce admissions and readmissions by comprehensive post-discharge outreach and follow-up.
• Eliminate ongoing dialysis costs through early transplantation, where medically necessary.
• Reduce cost through referrals to in-network dialysis facilities.

Managed Transplant

Through the Managed Transplant program, clinical case managers guide Oxford members through every aspect of the transplant process, including evaluation, pre-transplant, transplant, post-transplant, transportation arrangements, lodging and aftercare. Clinical case managers also assist members in making informed decisions about their transplant care through:

• Treatment education.
• Centers of Excellence education and referrals.
• Considerations in choosing where to get care.

• Assistance in navigating the health care system.
• Transplant Medical Director support.

Cancer Support

The Cancer Support Program offers members with a cancer diagnosis and their families a source of information and guidance navigating the health care system. Through dedicated assistance from oncology nurses and social workers, the program is intended to enhance the quality of care and quality of life for members.

Our dedicated cancer nurses:

• Help members learn how to prevent and manage symptoms and side effects, leading to fewer inpatient admissions and emergency room visits.
• Collaborate with treating providers to fill gaps in knowledge, and offer support with care management.
• Help manage pharmacy costs by reviewing medications and comparing them to evidence-based standards.
• Provide support to help patients make informed decisions about their treatment.
• Educate patients about hospice services and palliative care as appropriate.
• Help patients move more effectively through the health care system and refer them to specialists as needed.

Additional support from specialized social workers offers members and their loved ones help with family, work, financial and other needs.

Members can self-refer for the program by calling us at 1-866-936-6002, Monday through Friday, 8 a.m. to 8 p.m. ET. Or, we may identify members for the program through our internal processes and programs. A member can also be referred to the program by his or her provider.

Our Condition Management programs provide information that may help members:

• Achieve and maintain optimum health levels.
• Manage risk factors and comorbidities related to these conditions, including smoking, hypertension, obesity, dyslipidemia and depression.
• Receive the most clinically appropriate, cost-effective and timely diagnostics and procedures.
• Adhere to medication regimens, physician treatment plans and a healthy lifestyle.
**Population Health Programs**

Oxford Population Health programs are intended to help empower your employees to better manage their health and stay focused on their wellness goals. With an emphasis on preventive measures, the programs are meant to help members get healthy or stay healthy, while helping employers build a healthier workforce.

These programs include:

- **Heart Smart℠**
  Helps members with cardiovascular disease (CVD) and heart failure (HF) understand and improve their health and quality of life. The CVD component addresses the health needs of members who are at risk for CVD or who have had a CVD-related event. The HF component addresses the immediate and long-term needs of members with HF. Material is available to educate members about hypertension, cholesterol management and lifestyle modification, including smoking, diet and exercise.

- **Better Breathing**
  An educational program for children and adults with asthma. This program aims to help members learn more about asthma, the medications used to treat it, monitoring devices and how a healthy lifestyle can help keep asthma under control. Members can receive educational materials like our Asthma Self-Help Guide.

- **Oxford Healthy Mother, Healthy Baby®**
  This program complements the care expectant members receive from their doctors with educational information on prenatal and postnatal care and childhood immunizations.

- **Smoking Cessation**
  Members who self-identify can receive educational materials on smoking cessation, including facts about the effects of smoking, e-cigarettes and counseling resources.

- **Exam Reminders**
  Through various educational materials, we encourage our Oxford members to receive preventive care when appropriate, including:
  - Flu vaccines.
  - Colorectal screening.

**HealtheNote Reminders**

We send special mailings to the homes of our Oxford members to help them improve their health and remember the importance of preventive care. The mailings are called HealtheNote (pronounced “healthy note”) Reminders and cover topics such as:

- Women's Health.
- Child and Adolescent Immunizations.
- Coronary Artery Disease.
- Diabetes.

Members don’t have to do a thing to receive reminders. We issue a HealtheNote Reminder when we have an important preventive care reminder that we think will benefit a member.

We mail a maximum of one HealtheNote Reminder to a member each year, for each of the program’s preventive care topics. Our phone number is included on the HealtheNote Reminder so members with questions can call us.

**Oxford On-Call®**

Whatever the concern — you can’t reach your regular physician, a child’s fever in the middle of the night, a twisted ankle on vacation, a cold that doesn’t seem important enough to make a doctor’s appointment — Oxford members can access the Oxford On-Call program for health care information. Registered nurses are available 24 hours a day, seven days a week on the phone and online to offer health care information.

Members can also listen to recorded messages on more than 1,100 health topics.

**By phone:** Members call 1-800-201-4911 and, when prompted, enter their three-digit PIN from the member materials they received from us; Press or say “4” to speak with a nurse; Press or say “5” to access prerecorded information from the health information library.

**Online:** Members log in to the oxfordhealth.com Members portal and click “Tools and Resources,” then “24-Hour Nurse Call Line” and “chat online.”
## More resources for your employees.

| **Complementary & Alternative Medicine Network** | Offers members access to more than 5,000 providers in New York, New Jersey and Connecticut who practice in the following fields: Nutrition, Chiropractic Medicine, Naturopathic Medicine (Connecticut only), Massage Therapy, Yoga and Acupuncture. 

| **Health Assessment** | This confidential online health questionnaire, which can be found in the Health & Wellness section of oxfordhealth.com, looks at the member’s lifestyle behavior, shows health risks, and gives the member a personalized health report. Results are based on the information entered by the member. 

| **Online Health Coach** | Based on the member’s Health Assessment, the Online Health Coach creates a personalized plan that may help lead the member to a healthier lifestyle. With tracking tools and quizzes, the program helps members learn about exercise, healthy food choices, weight management, quitting smoking, heart health and more. 

| **oxford.uhcpreventivecare.com** | Offers preventive care suggestions based on the member’s age and gender. 

| **Healthy Mind Healthy Body® Magazine** | Members can sign up for this health and wellness monthly e-newsletter at uhc.com/myhealthnews by choosing “Oxford” and entering their email address. 

| **Health Discount Program** | Offers members access to discounts and special offers on a wide variety of health-related products that may help them reach a healthy lifestyle. 


1 Centers for Disease Control and Prevention (CDC), https://www.cdc.gov/chronicdisease/index.htm* National Center for Chronic Disease Prevention and Health Promotion; https://www.cdc.gov/chronicdisease/


5 HealtheNote Reminder messages are based on information we receive from a member’s care providers and pharmacies. Messages are kept private in accordance with the member’s health plan’s privacy policy. Messages are not used when determining benefits, reviewing claims or making other insurance decisions.

6 Excluding periodic downtime for server maintenance.

7 Based on June 2016 provider data. Restrictions may apply. Depending on a member’s plan, a member may have access to CAM through paying a contracted rate (applies to nutritionists, naturopaths [in Connecticut only], yoga instructors, chiropractors, massage therapists, and acupuncturists); standard in-network benefits (applies to chiropractors; applies to naturopaths only in Connecticut); out-of-network benefits; or an alternative medicine rider if purchased by the employer. Members can check their Certificate of Coverage for the specifics of their plan. They can learn more about the Oxford CAM network and search for a CAM provider at oxfordhealth.com.

8 These discounts are offered in addition to, and separate from, members’ benefit coverage through us. These arrangements have been made for the benefit of members, and do not represent an endorsement or guarantee on our part. Discounts may change from time to time and without notice and are applicable to the items referenced only. We cannot assume any responsibility for the products or services provided by vendors or the failure of vendors referenced to make available discounts negotiated with us; however, members should report any failure to receive discounts to our Customer Care department by calling the telephone number on their health plan ID card.

Condition management programs and services may vary on a location-by-location basis and are subject to change without written notice. We do not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If a member selects a new provider or is assigned to a provider who does not participate in the condition management program, the member’s participation in the program will be terminated. Some plans may require copayments, deductibles and/or coinsurance for these benefits. Self-funded or self-insured (ASO) plan covered persons (members) may have an additional premium cost. Members should review their Certificate of Coverage and Summary of Benefits and Coverage for more information.

Oxford HMO products are underwritten by Oxford Health Plans (NY), Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Administrative services provided by Oxford Health Plans LLC.