Transition to Condition Management

This provider bulletin applies to UniCare Health Plan of West Virginia, Inc. Medicaid Managed Care Program.

This provider bulletin is an update about information in UniCare’s Provider Operations Manual (POM). For access to the latest Manual, go online to www.unicare.com.

UniCare Health Plan of West Virginia, Inc. (UniCare) has transitioned to the new Condition Management program for those members currently enrolled in the Healthy Habits Count (HHC) programs. The purpose of this transition is to help our members with specific conditions adhere to their physicians’ plans of care with resultant improved health and quality of life.

What is Condition Management and How Does It Differ From Healthy Habits Count?

The Condition Management program is a gap-based program that helps members with the following conditions:

- Asthma (pediatric and adult)
- Diabetes (pediatric and adult, Type I and Type II)
- Coronary Artery Disease (CAD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Heart Failure

Where the HHC program was a broad-based program that focused upon education and clinical tools for our members, Condition Management seeks to provide more detailed care specifically tailored to each member’s needs. The program seeks to help members better manage their specific condition by determining if there is a gap in the care they are receiving for that condition. If so, program staff, which consists of nurse coaches and other health professionals, assists the member to eliminate that gap through targeted interventions, education and support.

Note: The Condition Management program is a voluntary program available to members at no cost.

How it Works

Through claims and encounter data, Condition Management assigns a weighted gap score to each participating member. Based upon this score, the member is grouped into one of the following three tiers and targeted with varying levels of intervention, education and support:

- **Low Risk** - The member is identified as having stable, well-managed conditions.
  
  *Interventions at this level include access to a nurse 24/7 and annual mail-based communications (Asthma/Diabetes only).*
• **Moderate Risk** - The member is identified as likely to benefit from targeted, gap-based intervention.

_Members at this level are targeted for proactive intervention focused upon reducing gaps in care. This would consist of out-bound calls from non-clinicians, access to a nurse 24/7 and other educational information._

• **High Risk**: The member is likely to benefit from targeted intervention focused on condition stabilization and intensive intervention for health & cost optimization.

_At this level, the member may receive nurse coaching, depression screening, pharmacy counseling, a comprehensive care plan, access to a nurse 24/7, holistic assessment, dietary counseling and educational materials._

All participating members receive monthly re-stratification to determine if they would benefit from changes to their intervention level. **Note**: Some lower risk members with clinical gaps may receive more intensive Condition Management intervention than is outlined in their specific tier.

**Program Does Not Replace Physician Care**

Through Condition Management, members will have access to a team of health professionals including a nurse coach, dietitians, health educators, social workers, pharmacists and more. **However, none of these individuals or the program itself can or are meant to replace the excellent care given to our members by you, their physician.** The goal of this program is to serve as an _aid_ to the care members receive from you. With this program:

• Nurses always communicate that they are not there to take the place of the member’s physician.

• Nurses will try to get physician instructions from a member in order to support those instructions and increase member compliance.

• Nurses encourage members to bring up any identified issues with their physician.

• Pharmacists will contact physicians directly to discuss medications issues.

**How to Contact Condition Management**

Physicians may refer a patient to the program by calling **1-877-681-6694**.

UniCare members may contact the Condition Management program at **1-855-254-3854** (TTY: **1-800-257-6494**; TTD: **800-828-1140**).

The program’s hours of operation are:

- Monday – Friday: 8:30 a.m. – 11:00 p.m. (EST)
- Saturday: 9:00 a.m. – 8:30 p.m. (EST)
Nurse Coaches and Health Educators are available to the member at the number listed above during the following hours:

- **Monday – Friday:** 8:30 a.m. – 9:00 p.m. (EST)
- **Saturday:** 9:00 a.m. – 7:30 p.m. (EST)

Closed on Sunday and company holidays.

After hours calls are routed to the local 24-hour nurse information line at **1-888-850-1108** (TTY: **1-800-368-4424**).

**For More Information**

As always, we appreciate the care and attention you give to our members who are your patients. If you have any question about Condition Management or the transition, please contact the Customer Care Center at **1-800-782-0095**.