

HOW DOES HEALTHPLUS HELP SUPPORT MY PRACTICE AND MY PATIENTS?

HealthPlus offers support for practitioners as well as office staff, to enable patients to take a more active role in managing their health and wellness.

PRACTICE ASSESSMENT & PROCESS IMPROVEMENT

- Support practice teams with making significant improvements in their workflow and outcomes
- Assist with elements of Patient-Centered Care
- Provide best-practice information for enhancing the patient experience
- Interview with practice team members and provide feedback regarding opportunities for improvement, best practice models and approaches for implementing process changes

SPECIAL SERVICES

- Targeted patient outreach
- HealthPlus Medicaid transportation assistance
- Senior population programs
- Children's Special Health Care Services (CSHCS)
- Dual Special Needs Program (DSNP)

PAY-FOR-PERFORMANCE

- Financial incentives for providers in recognition of excellent performance

CHRONIC CARE & WELLNESS PROGRAMS

- Care counselors help patients who suffer from chronic conditions that require short-term care management services
- Practice teams provide education and can assist providers with chronic disease group visits
- Health risk assessment, weight management and smoking cessation

CLINICAL CARE SUPPORT

- Nurse care coordinator to facilitate patient access
- Address gaps in care (HEDIS®)
- Provide specific clinical education and training
- Conduct medical record reviews to identify opportunities to improve patient care

BEHAVIORAL HEALTH CASE MANAGEMENT

- Assist PCPs and behavioral health specialists in care planning for patients

PHYSICIAN & OFFICE STAFF SUPPORT

- A dedicated provider network team to educate and support administrative needs
- Guidance and practical application of physician performance and member utilization reports

MEDICAL CASE MANAGEMENT

- Coordinate care for patients who are seriously ill
- Includes coordination of durable medical equipment, home safety and other social/behavioral screening

PHARMACY MANAGEMENT

- Assistance with claim transactions at the point of service and prior authorization requests
- Clinical pharmacists are available to analyze prescribing patterns and identify opportunities to improve cost-effective prescribing
- Drug utilization and monitoring to identify drug interactions and non-adherence

SOCIAL SERVICES PROGRAM

- Social workers can help locate resources for activities of daily living, caregiver support and end-of-life issues

