

Chronic Condition Management Program

Introducing new options to give our members more support

Medical Mutual has made significant enhancements to our Chronic Condition Management program, formerly referred to as our Disease Management program. Members will be transitioned into one of the following programs designed to engage, motivate and support them across their health continuum.

Digital Health Programs

Medical Mutual has added two new digital health programs to assist members with managing their chronic condition and meeting their health goals through digital platforms instead of telephonic-based coaching.

Chronic Condition Coaching through Lark Health

This program provides personalized daily health coaching interactions via text messages to help members achieve their health goals. The program also integrates connected devices, such as wireless glucometers, blood pressure cuffs, and digital scales to monitor progress.

Self-monitoring through Emmi Solutions

Members with a consistent pattern of properly managing their condition can report their progress via an automated telephone or text message survey.

Members in the digital programs still have the option to call the Medical Mutual Chronic Condition Management team for additional support. In addition, our team may reach out to members to follow up on specific risks identified through their interactions with the digital programs.

Telephonic Support

Medical Mutual is transitioning members from telephonic support with Optum to an enhanced Medical Mutual team. There are two levels of support members may receive, depending on their care plan.

Chronic Condition Management

This program is for members with a chronic condition who have a care plan that requires monthly telephonic interaction with a nurse care manager to help them manage their condition.

Complex Case Management

This program is for members with more advanced health conditions who may require multiple telephonic interactions each month, as well as support with recent hospitalizations.

Advanced Home Monitoring

Medical Mutual has partnered with regional health systems around the state of Ohio to provide more advanced home monitoring capabilities for high-risk members with conditions such as heart disease and pulmonary disease. Members will transition from Optum's device monitoring program to this enhanced program later this year.