



Youngstown State University March HCAC Meeting

March 18, 2021

Presented by: Stephanie Mueller – Account Executive

Agenda

- MMO Updates
 - Automated Calls (ESI)
 - WW (Weight Watchers Reimagined)
 - Chronic Condition Management – LARK
 - COVID Vaccine Management
 - Fraudulent Phone Calls
- YSU Programs & Services
 - Implemented
 - Available Programs

MMO Updates

■ Automated Phone Calls from Express Scripts for COVID-19 Vaccine

- Members who obtained their first COVID-19 vaccine dose may have received an automated phone call from Express Scripts on Monday, Feb. 22nd or Tuesday, Feb. 23 to remind them to schedule a follow-up appointment for the second dose (booster) of the vaccine if they have not already done so.
- Members are scheduling their follow-up vaccine appointment when they receive their first dose - automated calls may cause confusion.
- Customer care is aware of the situation in case members contact Medical Mutual with questions or concerns about these phone calls.

Members may disregard these calls and the call campaign has been halted at Express Scripts.

MMO Updates



- **WW®(Weight Watchers Reimagined) Promotion for Eligible Groups**
 - Through a long-standing partnership with WW®(Weight Watchers Reimagined), Medical Mutual is offering members a Healthy Kitchen Kit promotion for March - National Nutrition Month.
 - The Healthy Kitchen Kit, a value of over \$100, provides participating WW members with kitchen tools, recipes, coupons for healthy food items, and additional resources to support their personal health.
 - The promotion helps support members' wellness journeys and help them continue the path to achieving wellness goals.
 - WW's data shows this extra incentive creates a sense of urgency and motivates employees to act.

MMO Updates

- **Chronic Condition Management Program Partners With Lark Health to Help Members Reduce Health Risks or Manage Chronic Conditions**
 - This integration further strengthens our population health model, by providing more options to help members reduce preventable health risks and manage ongoing chronic conditions through a comprehensive care ecosystem that will include personalized, 24/7 digital coaching support, along with telephonic support from Medical Mutual’s Care Management nurses.
 - Chronic Conditions – Asthma, Heart Failure, Coronary Artery Disease, COPD, Diabetes and Hypertension.
 - Digital Health Coaching
 - No member Cost Sharing for Diabetes Testing Supplies
 - Telephonic Health Coaching

To enroll: Call 800-590-2583 Monday through Friday 8:00am to 4:00pm

MMO Updates

■ Chronic Condition Management Digital Coaching Success

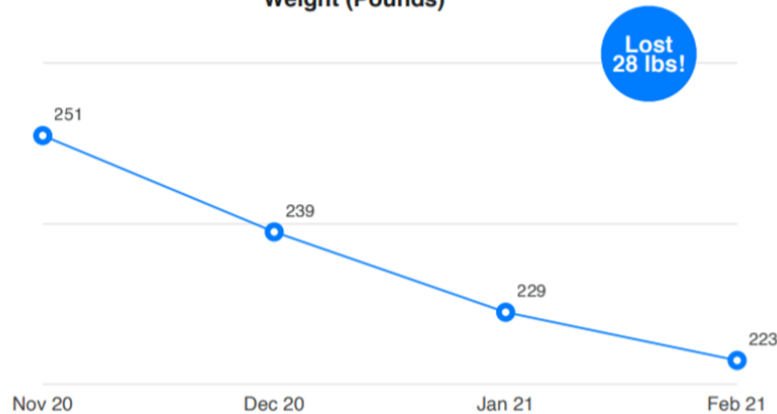
DIABETES

Smashing success

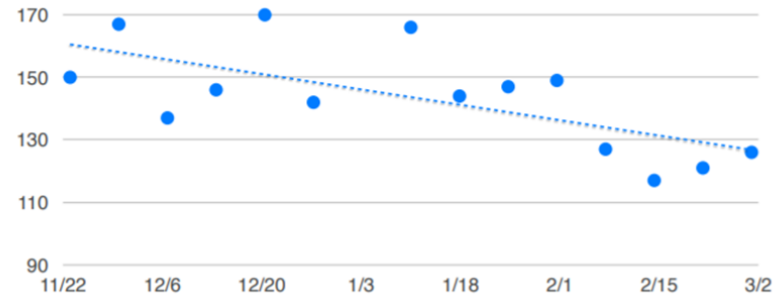
(50 year old, F)

With the support of the Lark coach, this member lost 11.15% of their initial body weight in just over 90 days in the Diabetes Management program. They engaged in over 50 coaching conversations each month and over 100 coaching conversations in December while also taking regular blood glucose readings since enrollment.

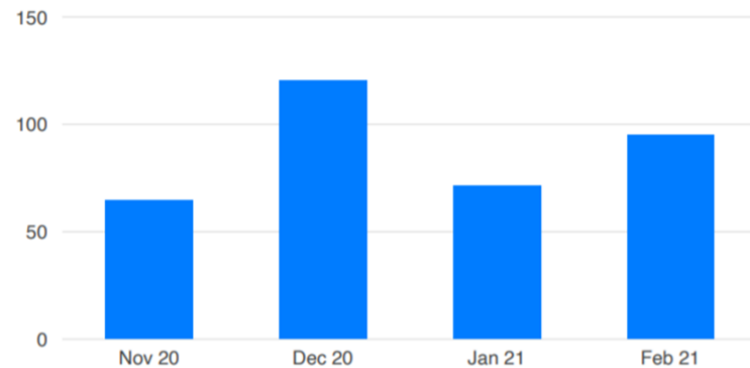
Weight (Pounds)



Blood Glucose (mg/dL) (weekly averages)



Engagement (# Coaching Conversations)



MMO Updates

- **Ohio Announces Launch of Vaccine Management Solution Website and Mass Vaccination Clinics**
 - March 5, the State of Ohio announced two developments in Ohio’s COVID-19 vaccine distribution plan.
 1. State’s Vaccine Management Solution (VMS).
 2. Several mass vaccination sites that will take place throughout the state
 - The Ohio Department of Health centralized website for Ohioans to find and schedule appointments to receive a COVID-19 vaccine is <https://gettheshot.coronavirus.ohio.gov/> is now available.
 - The VMS lists all available vaccine appointments. Visitors to the site can schedule right from the VMS and will receive a “Security Code,” needed when they arrive for their vaccination.

MMO Updates

- **Fraudulent Phone Calls Regarding Discounts on Certain Drugs**
 - Several members have received phone calls from someone claiming to be with a company called Group Health Plan Pharmacy.
 - These phone calls are NOT being made by anyone affiliated with Medical Mutual or Express Scripts (ESI). They appear to be fraudulent.
 - As a reminder, never provide personal or insurance information or respond to any prompts. If members do provide any information to these callers, they should file a report with local law enforcement and place a fraud alert on their credit report
 - If they are a victim of identity theft or want to learn what they can do to reduce the risk of becoming a victim, members can contact:
 - Ohio Attorney General at ohioattorneygeneral.gov and
 - Ohio Department of Jobs and Family Services at jfs.ohio.gov.

YSU Programs – Implemented

Claims Administrative and Audit	YSU Enrolled
Claims adjudication based on plan benefits	Yes
Medical Policy Application	Yes
Coordination of Benefits	Yes
Workers Compensation Identification	Yes
Subrogation	Yes
Payment Integrity	Yes

Clinical Management Services	YSU Enrolled
Utilization Management/Discharge Planning	Yes
Medical Policy Development	Yes
High Tech Imaging Review incl Smart Shopper(EviCore)	Yes
Medical Drug Management Review	Yes
Case Management	Yes
Nurseline	Yes
Chronic Condition Management	Yes
Maternity Management	Yes
Tobacco Cessation	Yes
Weight Loss through WW	Yes

YSU Programs – Implemented

Wellness Programming		YSU Enrolled
	Health Assessment	Yes
	Online Wellness Portal	Yes
	Fitness Discounts	Yes
Prescription Drug Management Services		YSU Enrolled
	Compound Management	Yes
	Specialty Drug Solution	Yes
	Coverage Management	Yes
	True Payment Processing	Yes
	Standard Formulary (Basic Plus)	Yes
	Generic Incentive	Yes
	Mail Order Incentive	Yes
	SaveonSP (PPO plans only)	Yes
	Rebate Sharing	Yes
Additional Resources		YSU Enrolled
	Onsite Screenings	Yes

YSU Programs – Available Programs

Clinical Management Services		YSU Enrolled
	Member Assistance Program	No
	Transitional Care Program	No
	Palliative Care Program	No

Wellness Programming		YSU Enrolled
	Preventive Level Programming	No
	Achievement Level Programming	No

Prescription Drug Management Services		YSU Enrolled
	Managed Formulary (National Preferred)	No
	RationalMed	No
	Advanced Pharmacy Management	No

Additional Resouces		YSU Enrolled
	Smart Shopper by Sapphire	No

Thank You