



Youngstown State University October HCAC Meeting

October 19, 2023

Presented by: Stephanie Mueller – Sr. Account Executive

Agenda

- Fall/Winter Healthy Outlooks Newsletter
- Dispatch Health Urgent Care
- Dispatch Health Member Mailing
- Lark Health Campaign
- Strive Health Follow-up

Fall/Winter Healthy Outlooks Mailing

- Medical Mutual's Bi-Annual Health and Wellness Newsletter
- Slated for distribution in Mid-November
 - Members with email address on file will receive electronically
 - If members do not have email address on file, they will receive via My health Plan
- Topics Include:
 - Cold vs. Flu vs. COVID-19
 - How can you tell the difference and what you should do when you display symptoms? When is it time to see a doctor?
 - Winter is Here
 - Focusing on preventing falls outside and inside your home. How to safely work outdoors and tips for great winter workouts.
 - Digital Literacy
 - Navigating My Health Plan and the MedMutual mobile app.



At Home Urgent Care

dispatchhealth

- Medical Mutual has partnered with Conduit Health and DispatchHealth to provide at-home acute urgent care
- Conduit Health Partners
 - Medical Mutual's Nurse Line Vendor
- DispatchHealth
 - Network Healthcare Provider
 - Offers Same Day On-Demand Acute Care
- Partnership between both entities creates a connection for members who call the Nurse Line
 - Members can be transferred directly to DispatchHealth if they require services beyond the Nurse Line
 - Members can also call DispatchHealth at 1-855-213-2998, 7 days a week 8am to 10pm
- DispatchHealth will work with the members PCP and CM team if needed to coordinate care
- Claims process as an Urgent Care visit and pay according to plan benefits

Medical Mutual Now Brings Urgent Care to Your Home with DispatchHealth



Unexpected illness or injuries can be stressful. When you experience a non-life-threatening emergency and need medical attention right away, DispatchHealth can provide urgent care services in the place where you feel most comfortable—your home. DispatchHealth's qualified medical teams are covered as in-network providers by your Medical Mutual plan and are just a phone call away. For any life-threatening emergencies, call 911.

How Does it Work?

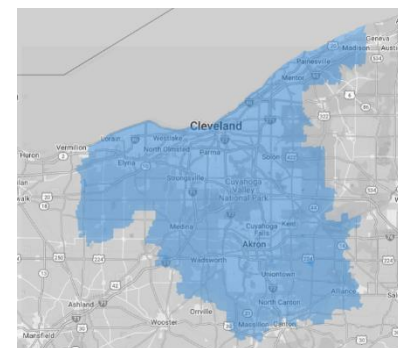
DispatchHealth will send a physician assistant or nurse practitioner, along with a medical technician, to your home. This team can treat everything an urgent care can—plus much more. Each DispatchHealth team is also equipped to provide services and treatments often only found in an emergency room. Commonly treated conditions and services include:

- | | | |
|----------------------------------|---|---|
| • COVID-19 testing and treatment | • Shortness of breath | • Catheter problems |
| • Urinary tract infections | • Worsening chronic obstructive pulmonary disease (COPD) symptoms | • Stitches and wound care |
| • Respiratory infections | • Pneumonia | • Minor fractures, sprains, strains and bruises |
| • IV placement and fluids | • Heart racing or fluttering | • Blisters and abscesses |
| • Diarrhea and dehydration | • On-site blood testing if needed | • And more |
| • Severe skin infections | | |

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MEDICAL MUTUAL



Dispatch Health Member Mailing

- Scheduled for distribution in December
 - Sent to members in select Ohio ZIP codes
 - YSU – 47 members
- Purpose of Mailing
 - Promote availability of at-home acute urgent care services from DispatchHealth



The mailing card features the DispatchHealth and Medical Mutual logos at the top. The main headline reads "Get urgent medical care in your home". Below this, a paragraph states: "Avoid unnecessary trips to the emergency room. Let our qualified medical teams treat you from the comfort of home. DispatchHealth® is in-network with Medical Mutual and is often the same out-of-pocket cost of an in-network urgent care center." A blue banner at the bottom contains the text: "Home is where your health is®", "To request care, call 855-213-2998. (TTY: 711 for hearing impaired)", and "Available 7 days a week, including holidays. 8 a.m. - 10 p.m." The card also includes two photographs: one of a medical professional examining a patient's chest and another of a medical professional interacting with a patient in a home setting.

dispatchhealth® | MEDICAL MUTUAL

Get urgent medical care in your home

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Home is where your health is®

To request care, call 855-213-2998.
(TTY: 711 for hearing impaired)

Available 7 days a week, including holidays.
8 a.m. - 10 p.m.



The mailing card features the DispatchHealth logo at the top. The main headline reads "What we treat". Below this, a list of conditions is provided: "• Bronchitis", "• COVID-19 symptoms", "• Croup", "• Diarrhea, nausea & vomiting", "• Dehydration", "• Fever", "• Flu", "• Headache & migraine", "• Pneumonia", "• Respiratory infections", "• Shortness of breath with COPD", "• Significant skin infections", "• Strains, sprains and minor fractures", "• Urinary tract infections", and "• And more". A blue banner at the bottom contains the text: "To request care, call 855-213-2998. (TTY: 711 for hearing impaired)", "Available 7 days a week, including holidays. 8 a.m. - 10 p.m.", and "DispatchHealth is in-network with Medical Mutual." The card also includes a photograph of a medical professional interacting with a patient in a home setting.

dispatchhealth®

What we treat

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- COVID-19 symptoms
- Croup
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*You may have a co-pay or deductible depending on your specific plan. DispatchHealth complies with applicable federal, state, and local laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ©2023 DispatchHealth. All Rights Reserved.

Lark Health Campaign



- Healthful Holiday's Campaign
 - Outreach to Members
 - Previously targeted and not engaged
 - New candidates
- Encourages Member to enroll in Lark
 - Enrolled members receive a digital coach and complementary smart scale
- Program supports members to accomplish their health goals:
 - Losing Weight
 - Reducing Stress
 - Being More Active
 - Getting More Sleep
- Member notifications
 - Text/Email or Postcards



Strive Health: Follow-up

- Effective 1/1/24 and forward for both new and renewing groups, Strive is a part of our standard clinical offering. **ASO groups must decline coverage if they do not want the programs.**
- Program cost is **\$200-400 per engaged member per month** (range is based on CKD stages 3-5 & ESRD)
 - Unspecified CKD and stages 1 through 3 = \$200 PEPM
 - CKD stages 4 and 5 = \$300 PEPM
 - End Stage Renal Disease (ESRD) = \$400 PEPM
- Program fees billed to group on monthly admin invoice.
- [Strive Program Overview](#)



Your Guide to Strive Health Programs

Strive is working with Medical Mutual to offer wrap-around services to members with a qualifying chronic renal disease. The program emphasizes home dialysis adoption, transplants, CKD and ESRD management, and total cost of care reduction. Strive Health's multidisciplinary team of care extenders is available to your qualifying patients through our partnership.

Population

Strive supports Medical Mutual patients with CKD stages 3, 4, 5, and ESRD at greatest risk for complications.

How Strive Health Supports You

Strive provides model expertise, predictive analytics, and a dedicated, multidisciplinary care team to supplement your patient care.

Our care team includes nurse practitioners, registered nurses, dietitians, care coordinators, and social workers. The Strive care team will see patients telephonically and via telehealth visits.

Launch Details

Medical Mutual began this program as part of our new clinical standards in July of 2023. Strive performs outreach to eligible members through a welcome letter in the mail, as well as phone call to get members engaged in the new additional services.

Key Programs include:

Optimal Starts

Education, access management, and transplant coordination.

Dialysis Access Management

Care coordination to facilitate proper access placement and transition to desired modality.

Quality Measure Management

Strive will manage the collection and interventions for the depression screening. Given the multi-disciplinary team, those interventions will be targeted to the specific areas of need for each patient.

Quality Programs include:

Kidney Replacement Therapy

Optimal Start patients, who:

- Receive a successful transplant.
- Start home hemodialysis with AVF or AVG or start PD.
- Start in-center hemodialysis in an outpatient setting with an AVF or AVG.
- Transition into conservative care

Depression Screening

Patients screened for depression with PHQ-9 assessment tool and prompt treatment for high scores.

Complex Patient Management

Assist in the treatment of patients with multiple complex morbid conditions.

Please reach out to your Medical Mutual representative for details on the Strive program.





Thank You