Introducing CareTouchPoints[SM1]

What is it?

A program that constantly monitors health care data, identifies possible gaps in evidence-based care and intervenes with both members and providers with relevant, timely and actionable health alerts.

Your plan for better health.[SM1] | bcbsnc.com

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BCBSNC has a lot of information on <u>your</u> patients Care Experience:

- Most recent medical care
  - <u>Who</u> they saw
  - <u>When</u> they saw them
  - <u>Where</u> they saw them
  - For <u>What</u> they were seen (Diagnoses)

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BCBSNC has a lot of information on <u>your</u> patients Care Experience: (cont.)

- Prescriptions
  - Date of last fill
  - Prescribing physician
  - Medication/Dose

- Potential Gaps in Evidence based Care
  - Gaps in Care
    - Chronic (*i.e. Diabetes LDL screening, CAD beta blocker post MI*)
    - Preventive (*i.e. Breast cancer screening, Colon cancer screening*)
  - Condition
  - Date past due identified

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Physician Tools

Member specific "*Patient Care Summary*"

– A summary document of recent care for individual patient

– Hosted on Blue e

- Office Staff could print out from Blue e at time of eligibility check

– Information will be available for <u>all</u> BCBSNC commercial members

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Patient Care Summary, proposed sections:

Demographic Information

Potential Gaps in Evidence Based Care
per BCBSNC's claims data (as of refresh date), identified as past due

Prescriptions
Rx claims identified up to maximum of 10 fills over the past 12 months – prescriptions to treat substance abuse are omitted

Most recent medical care
Claims identified up to maximum of 10 over the past 36 months - lab claims, substance abuse and abortion claims omitted

BCBSNC Healthcare Management Resources

BlueCross BlueShield
of North Carolina

Member Interventions

Members with potential "open" gaps in care may receive:

- Letters
- Outbound calls from Case Managers, Health Coaches, or Pharmacist

Both letters and calls will focus on potential gap in care and instructions to follow up with their physician

Conditions Monitored for Evidence Based Care:
(all measures based on clinical evidence)

Asthma	Behavioral Health (ADHD and Depression)
CAD	Congestive Heart Failure
COPD	Diabetes
Pre-Diabetes	Dermatology (Accutane safety)
Drug Monitoring (persistency and therapeutic monitoring)	Migraine
Hyperlipidemia	Chronic Kidney Disease
Stroke	Preventive Health (screenings, immunizations, etc.)
Osteoporosis	Child Health