



**SUPPORTING YOUR
PATIENTS AND
YOUR PRACTICE**



VALLEY HEALTH PLAN
Condition Management Program

PARTNERING

with practitioners to
improve patient health



PROGRAM

Overview

< The **Valley Health Plan**

Condition Management Program is a care management program that **partners** with medical practitioners and is designed to support you by helping patients with chronic medical conditions improve and better manage their health. >

The program identifies patients with chronic conditions who would benefit from additional support and works with practitioners to help these individuals overcome barriers to achieving improved health by promoting patient self-management. Patients receive targeted interventions with a focus on the appropriate:

- Access to medical care
- Adherence to prescribed medication and treatment plans
- Consistent use of a medical home
- Identification of behaviors that impact a healthy lifestyle
- Comorbid health problems

PRACTITIONER

Benefits

The Condition Management Program gives you, the practitioner, a no-cost extension of your care team, helping to coordinate care for your highest risk, chronically ill patients by:

- Conducting assessments while patients are in their home environments.
- Identifying barriers that impact health.
- Coaching patients on understanding their conditions and adhering to treatment plans and lifestyle modifications.
- Coordinating follow-up care with specialists or ancillary services.
- Providing appointment reminders and help with transportation arrangements to decrease no-shows.



CHRONIC

Condition Support

The Condition Management Program promotes adherence to the primary care practitioner's treatment plans for patients who have chronic conditions such as:

- Asthma
- Bipolar Disorder
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Depression
- Diabetes
- Heart Failure
- Schizophrenia

Care managers provide individualized telephone and online counseling and health education to these patients. They utilize evidence-based guidelines to educate and encourage self-care support and underscore the importance of patients adhering to their practitioner's treatment plans.

Patients also have access to a nurse line 24 hours a day, seven days a week for health care questions and concerns.

PATIENT

Eligibility & Identification

The Condition Management Program is a voluntary service provided to eligible patients enrolled in Valley Health Plan. Patients who do not wish to participate in the program can opt out of the program at any time.

Eligible patients are identified and stratified by chronic condition risk levels using historical claims data. We appreciate practitioner input on eligible patients, conditions identified, and care plan needs. We will gratefully receive this via phone **1.855.624.5223** (toll-free) or secure fax line **1.800.542.8074** (toll-free).

PROGRAM

Goals

The Condition Management Program works with practitioners to:

- Support the practitioner-led care team in educating patients.
- Maximize the value of using a medical home.
- Provide feedback on patient-related issues.
- Improve health outcomes by sharing relevant evidence-based practice guideline information.

The Condition Management Program works with patients to:

- Help program participants better manage their chronic conditions.
- Provide patients with scheduled calls, easy to understand written materials, and 24/7 access to specially trained registered nurses.
- Support treatment plans prescribed by the primary care practitioner.
- Help coordinate follow-up appointments and services.
- Improve patient adherence to prescribed treatment plans.



CLINICAL

Guidelines

The Condition Management Program is designed using current, nationally recognized evidence-based clinical guidelines. For additional information on the clinical guidelines, please contact the Condition Management Program at **1.855.624.5223** (toll-free).

The Condition Management Program hours are Monday through Friday, 8 a.m. to 8 p.m. (PST).

COLLABORATION

The Condition Management Program is delivered by a team of specially trained registered nurses and other professional staff, using state-of-the-art information systems to provide knowledge, support, and monitoring for patients between practitioner visits.



1.855.624.5223 (toll-free)

**VALLEY HEALTH PLAN
CONDITION MANAGEMENT PROGRAM**