

NAMM Case Management Advantages:

Our program and approach provides a number of unique advantages to physicians and patients.

Physician Benefits:

- ◆ Reduces fragmentation caused by existing health plan strategy using multiple vendors
- ◆ Proactively identifies and monitors patient populations with established chronic medical conditions
- ◆ Supports and encourages the physician-patient relationship and identified plan of care
- ◆ Improves the patient's satisfaction with their healthcare experience.

Patient Benefits:

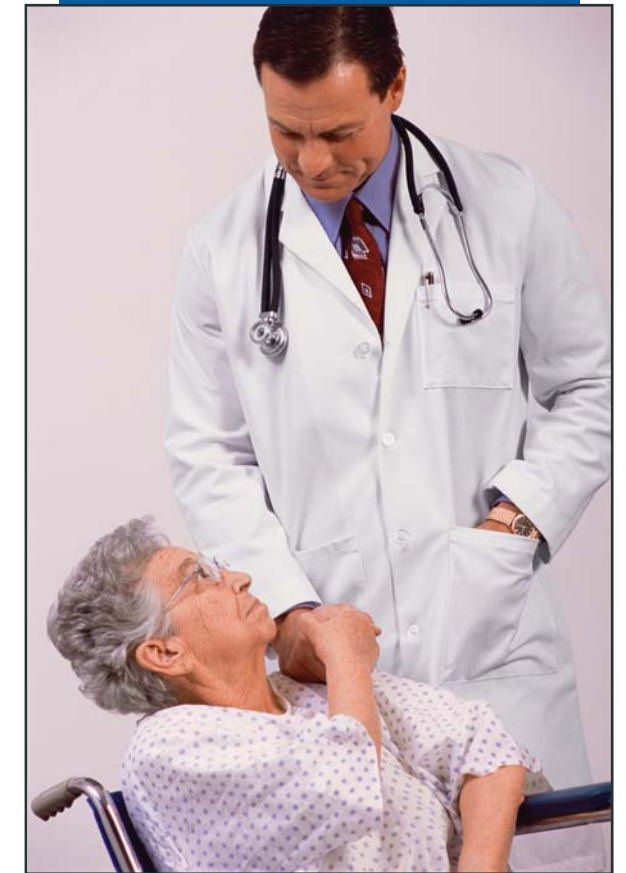
- ◆ Reduces confusion caused by multiple vendor strategy by providing single point of contact
- ◆ Program facilitates effective communication between patient and their physician
- ◆ Improves patient's satisfaction about their healthcare experience
- ◆ Provides ongoing education and a social support structure.

A Case Study

History:

An in-depth analysis of escalating home health care claims identified 54% of our members diagnosed with diabetes, and receiving 11 or more home care visits per month for wound care management. By providing a multidisciplinary and coordinated program including patient education, we demonstrated the following results:

- | | |
|------------------------------|----------------|
| • # of members receiving HHC | 24% reduction |
| • Avg. # of HHC visits/mo | 64% reduction |
| • # of wound vacs/mo | 40% reduction |
| • # of amputations | 40% reductions |
| • Avg./wound care supp/mo | 67% increase |
| • Avg. cost/mo | 70% reduction |
| • Avg. cost/member/mo | 53% reduction |



Case Management



NAMM Case Management
909-605-8000



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e're different than existing care management models. And this makes us a better choice...

What We Do

Developed and supported by medical professionals, *NAMM Case Management* is an innovative new program for managing chronic illness. Dramatically different than traditional care management programs that begin *after* inpatient services initiate and tend to focus on single disease states, *NAMM Case Management* works to prevent admissions while addressing multiple disease states simultaneously.

NAMM Case Management emphasizes prevention, utilizing cost-effective, evidence-based practice guidelines. Once implemented, the program supplies physicians with actionable data that facilitates appropriate treatment changes while providing patients with coaching and support systems to ensure program adherence.

Our Staff Makes a Difference

Our staff is what makes us different. Better. Unlike many care management and disease management programs, *NAMM Case Management* works in conjunction with Primary Care

Physicians by providing a statewide staff of specially trained nurses with specific disease state expertise to work with physicians at the local level. Together, this combination makes a powerful team. Our statewide staff includes Physicians, Nurse Practitioners, Registered Nurses, Licensed Vocational Nurses, Certified Health Educators, Social Workers and a staff of non-clinical associates.

Program Goals

- ◆ Improve clinical outcomes
- ◆ Improve functional outcomes
- ◆ Improve quality of life
- ◆ Increase patient/member satisfaction
- ◆ Maintain high physician satisfaction
- ◆ Reduce health care utilization & costs
- ◆ Assist patient/member with life care planning



NAMM Case Management

NAMM Case Management Programs

NAMM Case Management offers six different care management programs throughout California. Our current programs include:

- ◆ Congestive Heart Failure
- ◆ Chronic Obstructive Pulmonary Disease
- ◆ Coronary Artery Disease
- ◆ Diabetes
- ◆ Wound Care Management
- ◆ And other catastrophic conditions



Our Keys To Success

- ◆ Individual responsibility for the program by a dedicated and specially trained nurse
- ◆ Regular consultation and oversight by an assigned physician
- ◆ Identification and monitoring of the entire patient population
- ◆ Timely communication with PCPs and Specialists
- ◆ Compliance with NCQA requirements