



Humana.

Care Model Evolution

July 2020

What's new in 2020 for Humana At Home?

COVID 19 has given us a unique opportunity to accelerate our outcomes focus, supported by new ways of working more collaboratively, both within Humana and with our provider partners.

EVOLVE TELEPHONIC CARE MANAGEMENT MODEL

Effective July 2020, Humana is evolving its telephonic care management model to:

- **Focused outreach** on patients who are at the **highest risk** for negative health outcomes & present the most opportunity for care enhancement.
- **Delving deeper** into social determinant of health challenges, barriers to care & condition specific needs
- Using **more advanced analytic tools & screenings** allowing for more **rapid gap closure** and **shorter follow up** needs

Patients who are engaged in care management experience better health outcomes and outperform non-participating patients across nearly all Stars and HEDIS measures

This evolution of Humana's care model is part of our "human care" approach – taking into account every facet of a patient's life. We want to partner with you to support the whole person needs of your patients.

SUPPORT PATIENTS' COVID-19 NEEDS

The value and impact of our care management model has proven particularly meaningful during the COVID-19 pandemic. Together with physicians and other partners, Humana has been able to:

- Deliver **over 650K** meals to patients in response to food insecurity
- Help **over 5,000** patients stay connected to their PCP through telehealth
- Conduct **~16,000** behavioral health consultations
- Implement COVID-19 Testing Concierge (At home or drive through testing)

ADVANCE ABILITY TO ENGAGE PATIENTS DIGITALLY

As part of our effort to **meet members where they are**, and make care more accessible, Humana is also piloting new ways of connecting with members through **Virtual Access Devices**

- **Virtual Care Team - A Bring Your Own Device** care management application which allows care management between patient, caregivers & providers
- **Humana Access Point** – Humana's digital care hub on **distributed devices**. Includes applications that enable communication with a care manager, connect to MD Live for provider access, or monitor health via an easy-to-use symptom checker tool