

Partner Promise



Commitment	Timing	Desired Goal
<p>High-Cost Claimant Assistance Outreach to the highest 20% of claimants (medical/pharmacy combined) based on claims history.</p>	<p>*Within 60 days after the contract start date.</p>	<ul style="list-style-type: none"> • Reduce Member expenses, ensure Members' care needs are being met, help manage claim expenses.
<p>Complex Care Support Outreach to Members with existing complex care needs based on claims history.</p>	<p>*Within the first 30 days post signing contract and on an ongoing basis as new cases present.</p>	<ul style="list-style-type: none"> • Support Member care needs and cost-effective use of resources (provider network, Rx formulary, durable medical equipment etc.).
<p>Post Behavioral Health Inpatient Hospitalization Care Outreach to behavioral health inpatient discharges within 7 days of discharge date.</p>	<p>Ongoing, beginning on Day One.</p>	<ul style="list-style-type: none"> • Ensure Member has access to follow-up care, support with referrals as needed. • Prevent readmission.
<p>Site of Care Program (SOC)</p> <ul style="list-style-type: none"> • Outreach to Members receiving specified infusions to assist with locating the most convenient, cost-effective locations for infusions, including their own home. • Offer Member incentives to encourage switching when applicable and incentives for each specified infusion at specific preferred provider locations. 	<p>*Group will be enrolled on Day One and ongoing. outreach will be made upon receipt of the initial request for a drug included in the SOC program.</p>	<ul style="list-style-type: none"> • Make it easy for Members to adhere to treatment regimen with convenient and cost-saving locations. • Reduce claims expense, which could impact the group's renewal rate. • Reward Members with financial incentives.
<p>ScriptSaver Program Outreach to Members to assist with saving money on Rx.</p>	<p>*Within 120 days after the contract start date.</p>	<ul style="list-style-type: none"> • Save Members money and assist them with medication adherence. • Reduce claims expense, which could impact the group's renewal rate.
<p>Price Assure Program Members benefit from a partnership between our pharmacy benefit manager (Express Scripts®) and GoodRx, which unlocks additional potential savings on generic medications at retail in-network pharmacies. Members pay the lower of their copay, pharmacy usual & customary cost or GoodRx price.</p>	<p>Group will automatically be enrolled in program on Day One.</p>	<ul style="list-style-type: none"> • Offer Members a way to secure the lowest price for generic Rx, helping them save money.
<p>SafeGuard Rx® Programs Members will have access to a suite of products offered through our pharmacy benefit manager (Express Scripts) to tackle difficult-to-manage conditions—combining specialized clinical support, patient engagement tools and effective cost containment strategies. More information can be found at www.safeguardrx.com.</p>	<p>Group will automatically be enrolled in program on Day One.</p>	<ul style="list-style-type: none"> • These programs offer lower downstream medical and prescription costs, which ultimately reduce claims expense that could impact the group's renewal rate.

<p>Chronic Illness Support Program (CISP)</p> <p>Members have access to CISP on non-HSA plans for asthma, coronary artery disease, chronic obstructive pulmonary disease, diabetes and hypertension.</p> <ul style="list-style-type: none"> • Offers \$0 cost share or reduced cost share for select Rx via mail order. • No deductible and reduced cost share for physician visits and medical devices for specified chronic conditions. 	<p>Available on Day One of the contract and on an ongoing basis.</p>	<ul style="list-style-type: none"> • Reduce the cost of care for Members and support increased adherence, while also reducing complications from a given condition. • Offer potential to favorably impact the cost of claims and renewal rate.
<p>Personal Health and Well-being Coaching</p> <p>1:1 coaching for Members via trained coaches on health and well-being matters including stress reduction and financial coaching.</p>	<p>Available on Day One and on an ongoing basis.</p>	<ul style="list-style-type: none"> • Demonstrate a commitment to improving the health and well-being of employees and their dependents with a personal resource supporting employee retention.
<p>WellRight® Wellness Platform</p> <ul style="list-style-type: none"> • Digital wellness platform and app to assist employees and their dependents with wellness. • Wellness challenges and employee health trend analysis/reporting based on employees completing health assessment. • Group Administrators have access to Community Health Option's Wellness Program Manager. 	<p>Available on Day One and on an ongoing basis.</p>	<ul style="list-style-type: none"> • Demonstrate a commitment to improving the health and well-being of employees/dependents, supporting employee retention. • Offer an understanding of health conditions to address and improve claim expenses.
<p>New Member Welcome Outreach</p> <ul style="list-style-type: none"> • Personal outreach to new Members to introduce them to their benefits via email or phone. • Encourage portal set-up and Express Scripts mail order set-up. 	<p>*Within 90 days after the contract start date.</p>	<ul style="list-style-type: none"> • Help Members gain optimal use of the tools available to them. • Help Members save money and engage in wellness.
<p>Dedicated Phone Queue for Group Administrator</p> <p>Offers rapid and efficient support.</p>	<p>With new contract and ongoing.</p>	<ul style="list-style-type: none"> • Save Group Administrators time.
<p>Member Services Advocates</p> <ul style="list-style-type: none"> • Easy, responsive access to Member Services, a team with a historic 99% satisfaction rate from Members. • Offers personal handoff to pharmacy or care management when Members need further assistance. 	<p>With new contract and ongoing.</p>	<ul style="list-style-type: none"> • Save Members time, supports optimal use of benefits and resources.

*Demographic/claims data will be necessary to assist with employees' current health conditions. Additionally, employee emails and phone numbers are required to support outreach to Members.

NOTE: Select reporting for groups of 100+ Members