



Integrated Population Health Management

from **CORESOURCE**
A Trustmark Company
PERSONAL. FLEXIBLE. TRUSTED.

From customized preventive health reminders to one-on-one clinical and lifestyle coaching, *YourCare* population health management programs from CoreSource minimize an employer's medical plan costs by maximizing the health potential of every plan member. *YourCare* programs unlock the power of claims, Health Risk Assessment and health screening data to help plan members make appropriate, cost-effective use of their benefits.

Going Beyond Claims Data

Claims data is a rich source of clinical information, but it's not the only source. Many plan members have never filed a claim of any kind ... yet that doesn't mean they're not at risk. Our programs integrate data from Health Risk Assessments and biometric screenings with medical and pharmacy claims for the most complete picture possible of a member's health.

The Right Interactions for the Right Risks

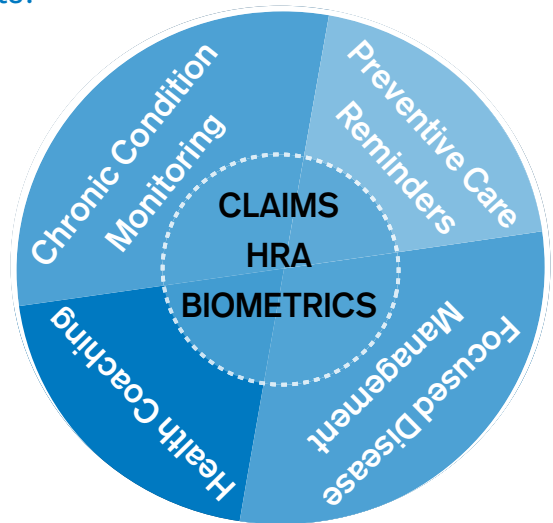
Our philosophy is to focus our interventions on those plan members who need them the most. But different people need different interventions, depending on their individual situation. Some members might benefit from one-on-one clinical education from a nurse or a session with a lifestyle coach. Other members might only need a gentle e-mail reminder that they're overdue for an important preventive test. We reach out to the right members at the right time with the right interactions.

An Integrated View of Members' Health

Other health and wellness programs talk about integration, but CoreSource delivers. One powerful data analytics engine provides the backbone for our programs, and our coaches and nurses track their member interactions in a common patient management system.

Putting Care Where it Belongs, with a Doctor

We believe that only members and their doctors can make truly informed decisions about members' health. All of our programs promote patient-doctor communication.



YourCare helps plan members:

- Focus on wellness to prevent serious disease from occurring
- Improve lifestyle issues with access to health coaches
- Use preventive and wellness benefits to identify diseases earlier
- Comply with evidence-based treatment guidelines for chronic illnesses
- Take control of their own health by using the CoreSource HealthCenter

HealthCenter
powered by WorldDoc

All *YourCare* programs are integrated with our online HealthCenter to personalize each member's experience. Members can access *YourCare* reminders and communications on the HealthCenter through a secure personal mailbox.

Maximizing the Health Potential of ALL Plan Members

YourCare Incentive Program Health eRewards

To encourage members to take charge of their health, we offer Health eRewards. Members who complete this incentive program are eligible for entry into 12 drawings for \$500 each. When members participate, we are able to gather individual health risk information through the HRA, as well as contact information, both allowing opportunities for outreach by a nurse or health coach. Each member will earn points for completing various activities on the HealthCenter, our online personal health management system, while gaining familiarity with the site. For more information about this program, contact your Client Manager.



Preventive Care Reminders

With today's busy schedules, important preventive care can easily go overlooked. To promote early intervention, *YourCare* generates friendly reminders about tests and screenings for members and their physicians. Early results show that *YourCare* can increase compliance, depending on the condition, by 5 to 48 percent.

Preventive care reminders are for:

- Mammograms
- Pap Smears
- Colonoscopies
- Prostate Exams



YourCare programs have been successful at improving member compliance rates.

Chronic Condition Monitoring

Studies show that costs are lower when members with chronic conditions comply with accepted, evidence-based standards of care. If a member is identified with a costly chronic disease, we send personalized reminders to the member and their doctor, alerting them to any potential gaps in the treatment of their condition(s).

YourCare monitors members with the following chronic conditions:

- Asthma
- Diabetes
- Congestive Heart Failure
- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease
- Depression
- Hypertension
- High Cholesterol
- Chronic Musculoskeletal Pain (back pain, neck pain and osteoarthritis)

Focused Disease Management & Health Coaching

Helping high-cost plan members manage their care is a given. But what about high-risk members who are relatively low-cost today? *YourCare* uses claims, HRA and biometric data to identify the plan members who are at highest risk of costing significant dollars in future years. Our registered nurses and health coaches reach out to those individuals to help them understand their conditions, learn about standards of care, and make healthy lifestyle improvements – all with the goal of making the member healthier and preventing him or her from becoming next year’s high cost claimant.

By expanding the scope of traditional case management to those “needles in the haystack,” *YourCare* offers outreach and intervention before a significant medical event occurs – delivering employers the most bang for their buck.



Creating Healthy Habits

CoreSource offers a wide variety of tools, advice and offers that can be used by all plan members, regardless of their health risk. All *YourCare* programs include:

- Unlimited calls or online chats with a CoreSource health coach for help with lifestyle issues like smoking cessation, weight loss and stress management
- The tools in our online HealthCenter: a Health Risk Assessment, self-directed health and wellness programs, a Personal Health Record synced with Microsoft HealthVault™, and a wealth of health-related information

On-Site Screenings

Claims information and HRA data are only two pieces to the data puzzle. Our programs are most effective when we have access to biometric screening data. CoreSource can coordinate on-site screenings at multiple client locations, where we:

- Collect important data (cholesterol and glucose levels, BMI, blood pressure) via a fingerstick blood test and short health screening
- Provide virtually instantaneous results to employees, then upload the results to the member’s Personal Health Record in the CoreSource HealthCenter
- Use the screening results to help direct the member to the appropriate program(s)

Start Building A Healthy Workforce Today!

For more information about *YourCare*, please visit us online at www.coresource.com or call us at 800.832.3332.