Introducing CareTouchPoints℠

What is it?

A program that constantly monitors health care data, identifies possible gaps in evidence-based care and intervenes with both members and providers with relevant, timely and actionable health alerts.
BCBSNC has a lot of information on your patients Care Experience:

• Most recent medical care
  – **Who** they saw
  – **When** they saw them
  – **Where** they saw them
  – For **What** they were seen (Diagnoses)
BCBSNC has a lot of information on your patients Care Experience: (cont.)

• Prescriptions
  – Date of last fill
  – Prescribing physician
  – Medication/Dose

• Potential Gaps in Evidence based Care
  – Gaps in Care
    • Chronic (i.e. Diabetes LDL screening, CAD beta blocker post MI)
    • Preventive (i.e. Breast cancer screening, Colon cancer screening)
  – Condition
  – Date past due identified
Physician Tools

Member specific “Patient Care Summary”

– A summary document of recent care for individual patient
– Hosted on Blue e
  • Office Staff could print out from Blue e at time of eligibility check
– Information will be available for all BCBSNC commercial members
Patient Care Summary, proposed sections:

- **Demographic Information**
- **Potential Gaps in Evidence Based Care**
  per BCBSNC’s claims data (as of refresh date), identified as past due
- **Prescriptions**
  Rx claims identified up to maximum of 10 fills over the past 12 months – prescriptions to treat substance abuse are omitted
- **Most recent medical care**
  Claims identified up to maximum of 10 over the past 36 months - lab claims, substance abuse and abortion claims omitted
- **BCBSNC Healthcare Management Resources**
Member Interventions

Members with potential “open” gaps in care may receive:

• Letters
• Outbound calls from Case Managers, Health Coaches, or Pharmacist

Both letters and calls will focus on potential gap in care and instructions to follow up with their physician
## Conditions Monitored for Evidence Based Care:
*(all measures based on clinical evidence)*

<table>
<thead>
<tr>
<th>Condition</th>
<th>Specialty</th>
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</thead>
<tbody>
<tr>
<td>Asthma</td>
<td>Behavioral Health (ADHD and Depression)</td>
</tr>
<tr>
<td>CAD</td>
<td>Congestive Heart Failure</td>
</tr>
<tr>
<td>COPD</td>
<td>Diabetes</td>
</tr>
<tr>
<td>Pre-Diabetes</td>
<td>Dermatology (Accutane safety)</td>
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<tr>
<td>Drug Monitoring (persistency and therapeutic monitoring)</td>
<td>Migraine</td>
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<tr>
<td>Hyperlipidemia</td>
<td>Chronic Kidney Disease</td>
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<tr>
<td>Stroke</td>
<td>Preventive Health (screenings, immunizations, etc.)</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>Child Health</td>
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</tbody>
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