



Programs that put people first. Right here. For you.

Explore comprehensive care management and disease management programs tailored to members' needs.



**Right here.
For you.**



At Univera Healthcare, we put people first.

Care works best when everything – and everyone – works together. So at Univera Healthcare, we provide Western New York with a more coordinated, caring, personalized, and holistic health insurance experience. **It's an approach built around putting people first, making service simple, and improving access through the largest local network.**

One of the most impactful ways we bring this approach to life is through our range of care management programs, which cover disease management, utilization, pharmacy management, wellbeing, behavioral health support, and more.

Care Management programs

We're right here for a coordinated approach to care management.

At Univera Healthcare, our comprehensive programs put people first by addressing all aspects of wellbeing and ensuring members get care that's built just for them. Regardless of age, whether members are managing chronic and complex conditions or simply want to live healthier, **we're here to provide the right support and to help members be more proactive and invested in their health.**

Here's a high-level look at our approach:

Identify

We identify members who are meeting specific criteria; **are at highest risk; or have rising risk**, including newly diagnosed chronic conditions.

Stratify

We stratify the needs of members based on **their level of health risk** to make sure they're engaged appropriately.

Engage

Our licensed clinicians execute targeted outreach and engagement plans, connecting with members via phone, mailings, and emails on condition management, reminders about important screenings, and even one-on-one direct messaging support through a mobile app.

Commercial members who engage in CM/DM report a



97% satisfaction rate¹





Explore powerful programs with proven results.

Here's a quick look at a few of our care management and disease management programs.

Diabetes

To help members better manage their diabetes, our team of clinical experts, including on-staff Certified Diabetes Care and Education Specialists (CDCESs), is right here with **personalized support, guidance, and education**. This includes assessing current care plans and addressing knowledge barriers, medication adherence, diet and lifestyle, and routine screenings.

For members who are newly diagnosed or whose diabetes is poorly managed, **our Enhanced Diabetes Education Program² provides an additional layer of support** by helping set specific and measurable goals, providing ongoing motivation, and following up more frequently to help keep members accountable and on track.

For members engaged in the program, we've seen³:



32%

decrease in emergency
department visits



49%

decrease in
preventable admissions



Cost avoidance of
\$8,025 per engaged
member

Chronic Kidney Disease

In partnership with REACH Kidney Care,² we provide a kidney health management program designed to benefit patients along the continuum of kidney disease, specifically targeting members with stage 4 and 5 chronic kidney disease (CKD). REACH provides one-on-one, individualized care management, both in person and virtually, to help members navigate their health in a way that best fits their life – all at no cost to members.



of patients are highly likely to recommend REACH to a friend or family member⁴

High-Cost Claimants

In many cases, high-cost claimants are facing the complicated and overwhelming scenario of navigating more than one chronic or complex condition at the same time. The Univera Healthcare High-Cost Claimant (HCC) Team is here with appropriate intervention and support **to help them better adhere to their care plans, lead healthier lives, lower costs, and experience greater peace of mind.**

Cost avoidance of:



\$10.9 million
per engaged member³



\$513,000

in medication cost savings/cost avoidance
as a result of pharmacy interventions in 2024³





Oncology

When a member is diagnosed with cancer, it can bring a whole host of emotions. That’s why our caring local team of registered nurses, registered dietitians, licensed social workers, pharmacists, physical therapists, medical directors, and respiratory therapists is right here with support. We educate members on what to expect, promote proper nutrition and treatment compliance, **and help ensure they receive the highest-quality care** while limiting out-of-pocket costs.

Members with cancer who engage with our Care Management Team have seen overall improvements in their health and lifestyle.



decrease in emergency department visits¹



decrease in inpatient admissions¹

Members who receive a gap-in-care reminder from us via the Quality Care Gap Tool are **nearly 30% more likely** to receive a cancer screening⁵

Behavioral health

With Univera Healthcare, **behavioral health services are integrated with medical benefits**, driving better coordination and outcomes. Our Care Management Team includes mental health and substance abuse specialists who are ready to **help members prioritize access to care** while removing barriers and stigma.

We're also improving access to care through new benefits like Vitalize^{SM,2} in partnership with Personify Health – a digital wellbeing tool that provides mental health and stress management resources. Members can also get virtual care for behavioral health conditions through MDLIVE[®].

In 2024, members with behavioral health as a primary reason for care management engagement experienced³:



37%

decrease in emergency department visits



49%

decrease in inpatient admissions



Cost avoidance of

\$5,950

per engaged member



Wellness programs

Our workplace wellbeing services improve the overall physical, emotional, and financial health of employees and maximize the value of the health plan for employers. **We provide customized wellbeing strategies to drive satisfaction, increase savings, and improve health outcomes** while promoting stress reduction and a workplace culture of wellness.

Workplace wellbeing support:

- ✓ Workplace assessment
- ✓ Data review
- ✓ Targeted recommendations
- ✓ Wellbeing committee development and support

Member wellbeing resources:

- ✓ VitalizeSM
- ✓ Headspace⁶
- ✓ Advance care planning
- ✓ Wellframe[®] app
- ✓ Welvie My Surgery^{SM,2}



Member story

Phil* experienced a heart attack and underwent bypass surgery. After he began to have high blood pressure readings post-discharge, and struggled to navigate recent medication changes following his procedure, our High-Cost Claimant Team reached out. **Our team member was able to call the provider to verify medications, help Phil sort medications over the phone, and ensure adherence.** The outreach helped lead to better health outcomes and cost savings.



Better medication adherence



Avoided hospital readmissions

Estimated savings due to avoided hospitalization:

\$36,100

* Member name has been changed.

**Coordinated approach.
Personalized programs. Proactive care.
It's all Right here. For you.**

At Univera Healthcare, it's our mission to help people across Western New York live healthier and more secure lives through access to high-quality, affordable health care. **And to live that mission every day, we put people first in everything we do.** Connect with us to learn more about our approach to care management and disease management.

Visit UniveraForBusiness.com



**Right here.
For you.**

1 Member reported satisfaction outcomes are based on 2025 CM/DM satisfaction surveys sent at time of case closure and represent Commercial members engaged in Case Management.

2 Embedded for Fully Insured group/Buy-up for Self-Funded groups.

3 Outcomes data is based on full year 2024 experience for commercial members engaged in CM/DM.

4 REACH Kidney Care data.

5 2024 HEDIS Gap Closure Rates, both brands combined, all LOBs except FEP.

6 Embedded for all Fully Insured Large Group plans with the exception of Minimum Premium arrangements. Buy-up option available for Minimum Premium and Self-Funded group plans.

REACH Kidney Care is a separate company and offers a kidney health management program on behalf of Univera Healthcare.

MDLIVE is an independent company, offering telehealth services in the Univera Healthcare service area.

Personify Health is an independent company and offers a digital wellbeing service on behalf of Univera Healthcare.

Headspace is a preferred partner of Personify Health, offering a meditation app to our members.

Welvie is an independent company that provides a surgery decision program to Univera Healthcare members.

Wellframe is an independent company that provides a health and wellness support mobile app to Univera Healthcare members.