

# Supporting your team to take control of their diabetes

Care works best when everything and everyone works together. So at Univera Healthcare we provide a coordinated, caring, personalized, and holistic health insurance experience that connects the dots for you and your employees, improving care and helping to manage costs for everyone.

We understand that your employees living with diabetes are affected in every aspect of their life. Managing diabetes well is paramount in helping them stay healthy, avoid complications, and manage rising costs. That's why our personalized, comprehensive diabetes management program is designed to address every employee's unique needs.

## Employees receive care that's built just for them

Our team of clinical experts ensure employees who are identified as having a rising risk or more enhanced diabetic needs are provided personalized support and guidance to manage their diabetes. This results in improved outcomes, behaviors and overall diabetic health. Nearly 94% of members engaged in our program report feeling comfortable following their health care provider's recommendations.

Our comprehensive identification model provides personalized outreach and comprehensive engagement strategies that meet your employees where they are.



### Identification

Through a combination of referrals, management reports, and sophisticated data analytics, we identify members with gaps in care and proactively reach out to members meeting specific criteria.



### Outreach

Our on-staff Diabetes Care Management Team coordinates with one another – and our provider network – to deliver the right level of support and guidance to meet each employee's needs. This team includes:

- Registered Nurses, Registered Dietitians, Licensed Social Workers, Pharmacists, Physical Therapists, Medical Directors, Respiratory Therapists, Certified Diabetes Care and Education Specialists<sup>3</sup>



### Engagement

A case manager works with their clinical team, assessing the whole person to develop a personalized care plan to each employee's unique needs, including identifying high dollar drug utilization, behavioral health needs, barriers to care and coordination with their providers.

**\$362** per member per month  
cost savings<sup>1</sup>

**45%** decrease  
in Emergency  
Department visits<sup>1</sup>

**54%** decrease  
in inpatient hospitalizations<sup>1</sup>



**Right here.  
For you.**



## Success built on the right support

Using a comprehensive approach we connect with employees in many ways:



### Newsletters



### Collaboration

Connecting members with providers, Accountable Cost and Quality Agreement (ACQA) partners and vendors, to use their benefits effectively



### Telephonic support



### Wellframe

A Care Management support tool which allows for direct messaging with the care team in addition to clinical content



### Interdepartmental member identification and collaboration

with Pharmacy and Utilization Management



### Preventive screening reminders



### Referrals

to community based organizations



### Digital tools on Univera Healthcare website

## Higher-touch support for those who need it<sup>3</sup>

In addition to our standard Care Management Team we also have Certified Diabetes Care and Education Specialists (CDCES) on staff.

The CDCES offer personalized coaching, clinical support, and a structured education curriculum based on American Association of Diabetes Educators (AADE7), engaging members who are newly diagnosed and who have poorly managed conditions.

Discover more ways our comprehensive approach is working for you and your employees at **UniveraForBusiness.com**



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

<sup>1</sup> Outcomes data above is based on full year 2022 claims experience for members engaged in CM/DM with a primary diagnosis of Diabetes, using a Pre/Post methodology.

<sup>2</sup> Member reported satisfaction outcomes are based on 2023 CM/DM satisfaction surveys sent at time of case closure and represent members engaged in Chronic condition/Disease Management.

<sup>3</sup> Available to all fully insured group plans. Buy-up for self-funded and minimum premium groups.