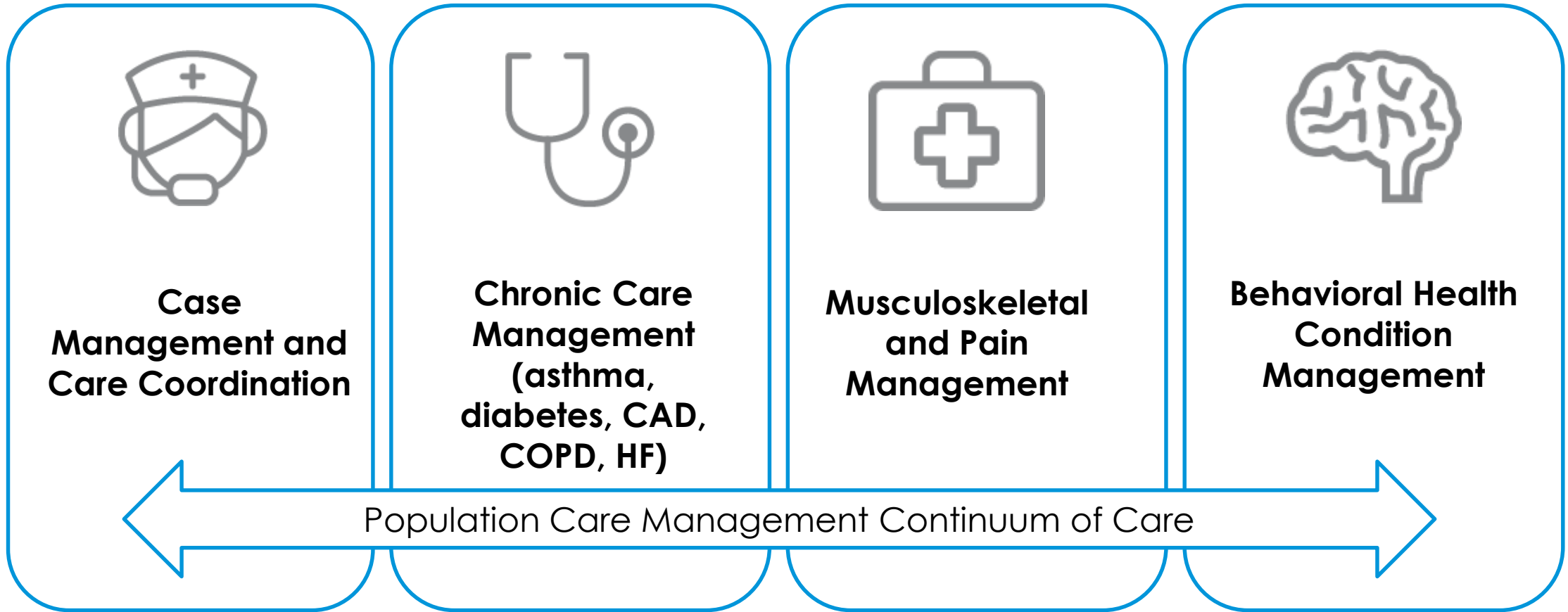




SFHSS Care Management Programs for Access+ & Trio



integrated, holistic care management





Comprehensive
all-acuity care
management
program

For Access+ Members

Goal

Designed to engage 1-2% of the population who are at risk or have potential to be at risk

Care Coordination

Helps members navigate the health care system and access care

Case Management

Personalized care planning for acute, long-term and high-risk conditions to help members live better with illness, recover from acute conditions and develop self-management skills

Shield Support includes frequent telephone outreach, online tools, mailed educational materials and home visits



support Identification

Data-driven criteria based on authorizations, medical and pharmacy claims, well-being assessment and direct referrals

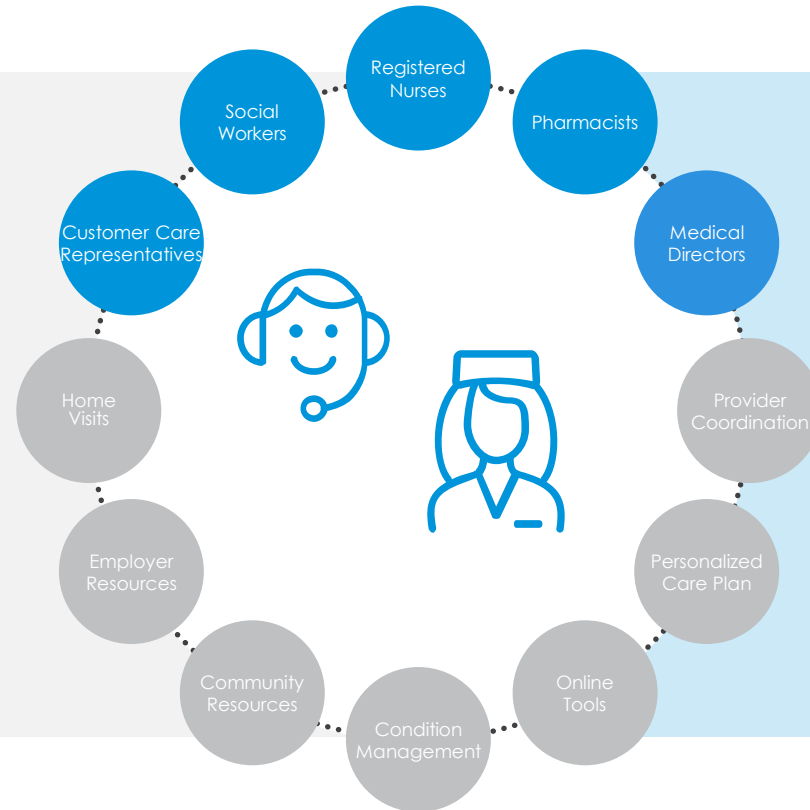
- Behavioral Health
- Cancer
- Cardiovascular conditions, e.g. coronary artery disease, heart failure
- Catastrophic Injury
- Depression
- Diabetes
- High cost
- LGBTQ health
- Musculoskeletal conditions
- Opioid use
- Pain management
- Respiratory conditions, e.g. asthma, COPD
- Stroke
- Transplant process
- Recent ER utilization or hospital stays



Shield Concierge – For Trio Members

Concierge Member Service

- Single point of contact
- Seamless end-to-end issue resolution
- Personalized, employer-specific experience
- Proactive coordination with clinical team



Co-located clinical and customer service team

Integrated Care Management

- Holistic member care management for medical, pharmacy and social support
- Increased member engagement levels due to connection with customer service team

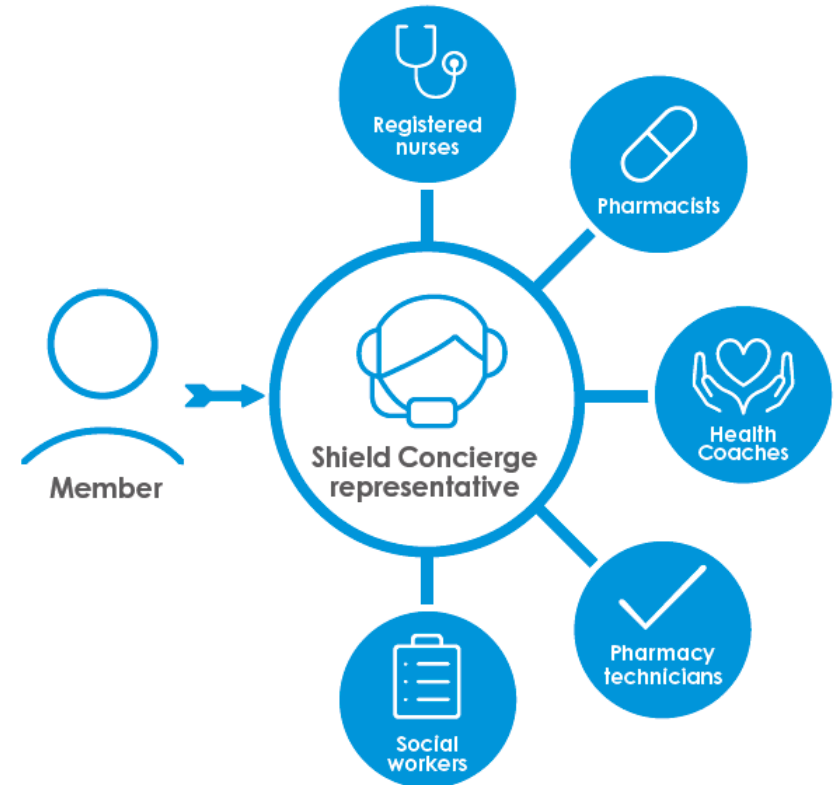
Shield Concierge

your total healthcare connection

Get answers to your questions about your plan benefits and coverage, ID cards, provider network, claims, medications, language assistance, condition management programs and more

Access complete member care assistance by connecting you directly to our certified team of healthcare expert including:

- **Registered Nurses:** provide health counseling, education and support; help resolve issues with accessing care and help navigate the healthcare system when needed.
- **Health Coaches:** provide guidance with information and self-management tools to promote a healthy lifestyle including nutrition, weight management, stress reduction and management of chronic conditions, such as diabetes and hypertension.
- **Pharmacy Technicians:** coordinate prescription medications between doctors and pharmacies, and provide assistance with emergency prescription authorizations.
- **Pharmacists:** answer questions about medications, including side effects, drug safety, costs, and treatment options.
- **Social Workers:** help assess emotional and psychological well being and provide crisis intervention, substance abuse and mental health referrals.



Shield Concierge

helps members navigate healthcare with one phone call

Shield Concierge

- White glove customer service
- Representatives trained to use probing questions to identify members needs
- Representatives listen for trigger words to offer programs to members
- “No homework” mentality
- Utilize Care Worth Talking About Tool (Care gap tool)
- Representatives own the call from the time it comes in to the time it is resolved
- Enhanced processes with other departments to deliver a seamless end to end member experience

Shield Concierge



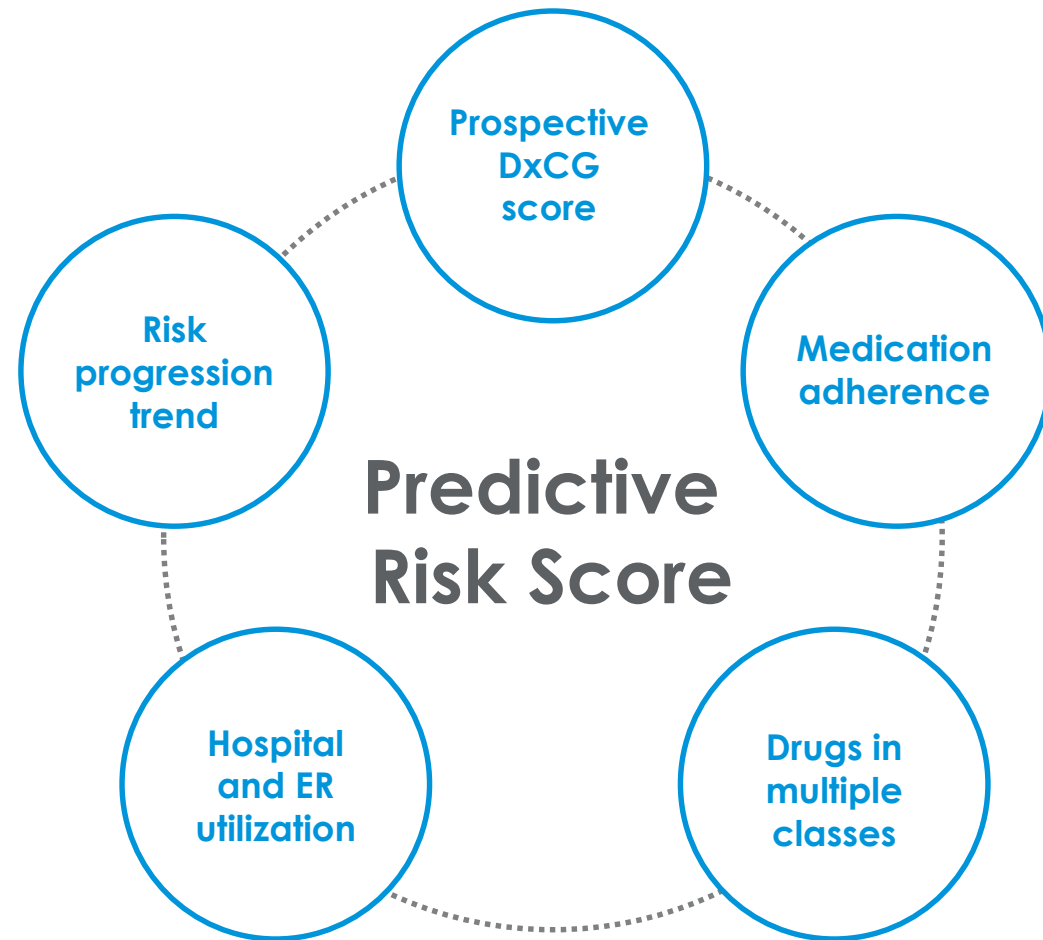
✓ Switching made easy with Shield Concierge – One call is all it takes



identification

Data-driven criteria based on authorizations, medical and pharmacy claims, well-being assessment and direct referrals; designed to target 1.5-2.5% of the population that are at risk or potential to be at risk

- Behavioral Health
- Cancer
- Cardiovascular conditions, e.g. coronary artery disease, heart failure
- Catastrophic Injury
- Depression
- Diabetes
- High cost
- LGBTQ health
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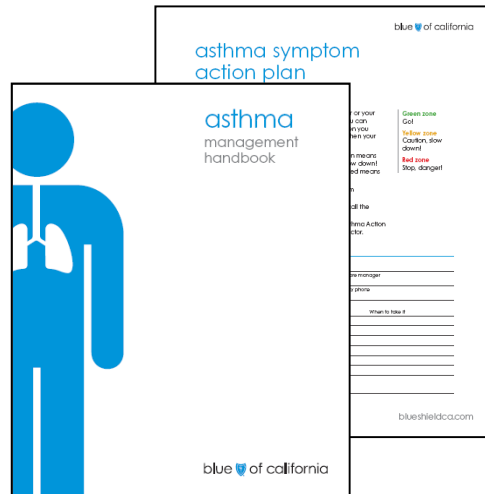


interventions



interventions

Condition-specific educational materials*



Outbound nurse calls



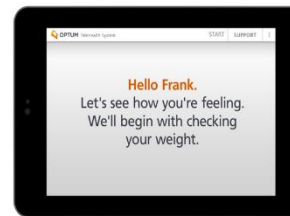
Unlimited inbound calls Toll-free number

In-person and online self-management workshops*



Home monitoring*

Dependent on condition and risk level



Virtual health coaching

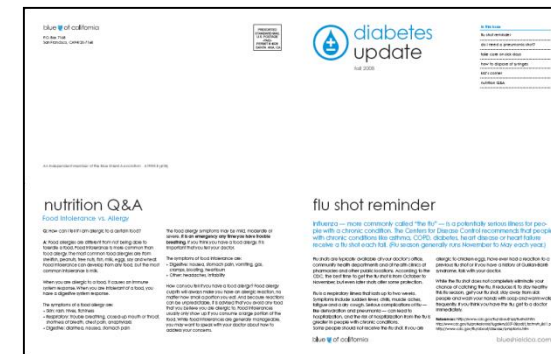


Online Care Center

24 hours a day, seven days a week



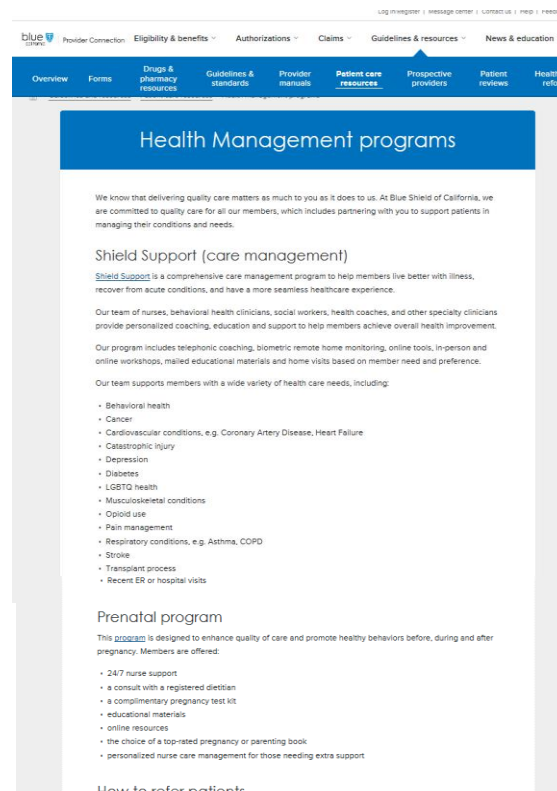
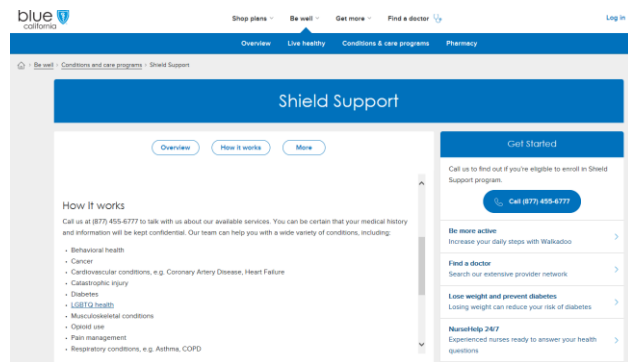
Newsletters* Quarterly



*specific to chronic condition management (asthma, diabetes, CAD, COPD, heart failure)

referrals

- Direct Referrals
 - Members may self refer by calling the Shield Support number 877-455-6777, more information is available on the [website](#)
 - Providers may refer a member or members, we have referral forms on [Provider Connection](#)
 - BSC employees may refer a member or members, we have referral forms on [Shield Central](#)





An independent member of the Blue Shield Association