

ComplexCare

Outreach, education and support for those most at risk

ComplexCare helps employees stay healthy and be more productive while lowering costs for employers. **For every dollar spent, ComplexCare returns \$1.98 in medical savings.** The program has also been shown to lower use of ERs (-5%) and inpatient admissions (-11%).*

Managing health care costs starts with helping those who need it the most. **ComplexCare** reaches out to members with various health care issues who are at risk for frequent and high levels of medical care.

We support and help these members take care of their health care needs. Members who sign up for this program may have major orthopedic, heart, nerve or cancer-related health issues.

ComplexCare is staffed by nurse care managers trained in helping higher-risk patients. The nurse care manager will work with the member and the treating doctor to make a personal nursing care plan.

The nursing care plan creates personal goals for members to help them improve their health. Members will have a nurse care manager who will offer:

- Personal attention, goal planning, and health and lifestyle coaching
- Ways to aid self-management skills and drug adherence
- Resources to answer health-related questions for certain treatments
- Access to other needed medical management programs
- Depression screening with referral to our behavioral health services as needed
- Coordination of care between many providers and services

*Results gained from the study of a large client representing 1.4 million members (WellPoint Study, 2010). Client-specific results may vary.



ComplexCare uses predictive modeling on claims to find members with serious health problems. Then we reach out to them with help. We also find members through:

- Health risk assessment data
- Utilization management reports
- Referrals from a doctor or one of our other programs, such as the 24/7 NurseLine

Members report very positive experiences with **ComplexCare**, including:

- **Eighty-seven percent** of **ComplexCare** members say they are “**satisfied**” or “**very satisfied**” with the program.
- **Ninety-four percent** of **ComplexCare** members say they had an **excellent experience** talking with a nurse care manager.

Source: WellPoint Study, 2013 Member Satisfaction Study for **ComplexCare**



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