



Aspirus Health Plan Disease Management Programs

Program	Diabetes		
	At-Risk Interactive Voice Response (IVR)	At-Risk Interactive Text Response	High-Risk Health Journey – Health Coaching
Description of Program Services	<p>Member receives:</p> <ul style="list-style-type: none"> Scheduled IVR telephonic educational calls OR text message providing diabetes education Two diabetes care related questions per call/text, with the option to respond “Yes / No” Health coaching team reaches out via outbound call/text message if more support is needed May be eligible for Health Journey - Health Coaching 		<p>Member receives:</p> <ul style="list-style-type: none"> Telephonic Health Coaching Tools to monitor condition, if needed <p>Primary Care Provider receives:</p> <ul style="list-style-type: none"> Enrollment letter Updates on member’s condition, as indicated
Eligible Members	<ul style="list-style-type: none"> Ages 65 - 75 years old Dispensed insulin or oral hypoglycemic/anti-hyperglycemic medication in the last 24 months <u>and/or</u> Two office visits for diabetes within the last 24 months <u>and/or</u> One inpatient or emergency room event for diabetes within the last 24 months 		<ul style="list-style-type: none"> Ages 65 - 75 years ≥2 inpatient or emergency room event for diabetes within the last 24 months <u>and/or</u> Members who trigger an “alert” from the At-Risk IVR calls/texts <u>and/or</u> Members self-referred or referred from internal/external sources, which would benefit from health coaching support
Exclusions	Members in Long Term Care/Skilled Nursing facilities, are on hospice or dialysis, or have a diagnosis of End Stage Renal Disease (ESRD)		
Referral Process	Members referred via a monthly Disease Management Report or by referral. Please use the referral form on the Aspirus Health Plan website by clicking here or call the Disease Management Line 715-631-7443 or 1-855-931-5265		



Aspirus Health Plan Disease Management Programs

Program	Heart Failure (HF)
	Heart Failure Program (Health Journey - Health Coaching)
Description of Program Services	<p>Member receives:</p> <ul style="list-style-type: none"> Telephonic Health Coaching Tools to monitor condition, if needed <p>Primary Care Provider receives:</p> <ul style="list-style-type: none"> Enrollment letter Updates on member's condition, as indicated
Eligible Members	<ul style="list-style-type: none"> Ages 65 – 75 years old At least one heart failure inpatient or emergency room event within the last 15 months Must be weight bearing <p><u>Clinical considerations:</u></p> <ul style="list-style-type: none"> Current HF symptoms cause: <ul style="list-style-type: none"> ✓ No limitation of physical activity ✓ Slight limitation of physical activity
Exclusions	Members in Long Term Care/Skilled Nursing facilities, on hospice or dialysis, or have a diagnosis of End Stage Renal Disease (ESRD)
Referral Process	<p>Members referred via a monthly Disease Management Report or by referral. Please use the referral form on the Aspirus Health Plan website by clicking here or call the Disease Management Line 715-631-7443 or 1-855-931-5265</p>