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AUG 24 2018
Sean M. Buehler
Vernon County Clerk

August 17, 2018

VERNON COUNTY GOVERNMENT
Attn: Group Benefits Manager
100 W CHERRY ST STE 6
NEVADA, MO 64772

Re: Blue KC Offers New Remote Care Management Program

Dear Group Benefits Manager:

I am writing to notify you that Blue Cross and Blue Shield of Kansas City (Blue KC) will be offering a new remote care management health program at no cost to all employer groups and Blue KC members who qualify.

The remote monitoring program is designed to help members with **congestive heart failure** and/or **diabetes** easily monitor and share their daily vital signs—including blood pressure, heart rate, weight, pulse, oxygen or blood sugar—with a registered nurse from the comfort of their own home. Remote monitoring informs providers with daily health data to help avoid emergency room visits and hospitalizations. It also allows families and caregivers to be actively involved with the health of their loved ones no matter where they live.

Beginning September 15, 2018, our vendor partner, Care Innovations® Health Harmony, will begin contacting and enrolling eligible Blue KC members. Eligibility is based on members' Milliman Advanced Risk Adjusters™ Total Risk Score—comprised of five major categories including inpatient, outpatient, emergency room, physician and pharmacy utilization. Eligible members will be contacted by a Health Harmony representative via phone to discuss participation in the program and facilitate ongoing engagement and any troubleshooting needs.

Participating members will receive a Health Harmony Home Wellness Kit, which includes:

- A welcome letter with detailed start-up instructions and toll-free customer service number.
- Tablet device, wireless blood pressure cuff and wireless scale.
- A remote internet connection already linked to the blood pressure cuff and scale—no additional equipment is needed to use the devices. Members do not need internet access to interface with this program.
- Access to a fully-staffed Health Harmony support team, including customer service and registered nurses.

To learn more you can reference the attached FAQs, visit careinnovations.com/health-harmony or contact your broker or Blue KC representative.

Sincerely,

Greg Sweat, MD
Chief Medical Officer





Kansas City



BY INTEL CARE INNOVATIONS
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Vernon County Clerk

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Health Harmony Remote Monitoring Program

Frequently Asked Questions

What is the Health Harmony Remote Monitoring Program?

Blue Cross and Blue Shield of Kansas City (Blue KC) has partnered with Care Innovations® Health Harmony to help our members easily monitor and share their daily vital signs with a registered nurse from the comfort of their own home.

The remote monitoring program is designed to help members with **congestive heart failure** and/or **diabetes** easily monitor and share their daily vital signs—including blood pressure, heart rate, weight, pulse, oxygen or blood sugar—with a registered nurse from the comfort of their own home. Remote monitoring informs providers with daily health data to help avoid emergency room visits and hospitalizations. It also allows families and caregivers to be actively involved with the health of their loved ones no matter where they live.

What is included in the program?

- Access to a fully-staffed Health Harmony support team, including customer service and on-site registered nurses.
- The Health Harmony Home Wellness Kit, which includes a tablet device, wireless blood pressure cuff and wireless scale.
- A remote internet connection already linked to the blood pressure cuff and scale—no additional equipment is needed to use the devices. Members do not need internet access to interface with this program.
- An app that provides personalized educational content, video conferencing and interactive health sessions with a Health Harmony clinician (information exchange is fully HIPAA compliant).
- Content that drives behavioral change (goal setting and tracking) and self-management (monitoring procedures and response).

What conditions does the program help address?

Congestive heart failure and diabetes.

How are members determined to be eligible for participation in the program?

Blue KC will identify high risk members to participate in this program. Eligibility is based on members' Milliman Advanced Risk Adjusters™ Total Risk Score—comprised of five major categories including inpatient, outpatient, emergency room, physician and pharmacy utilization.



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How will eligible members be contacted to discuss their participation in the program?

A Health Harmony representative will call eligible members to discuss the program and next steps necessary for participation. Should the Health Harmony representative reach a member's voicemail, they will leave a detailed message and contact information. Members receiving phone calls from a Health Harmony representative should expect to see the following phone number on their caller-ID: 855-622-4009.

How will members begin the program once they've been contacted by a Health Harmony representative and elected to participate?

The Health Harmony representative will confirm the member's mailing address and begin shipment of the Health Harmony Home Wellness Kit and inform the member of all necessary next steps. When the Health Harmony Home Wellness Kit arrives in the mail, the accompanying welcome letter will prompt the member to call a toll-free number to speak with a Health Harmony representative who will personally help them get started.

When will Health Harmony begin contacting eligible members?

As early as September 15, 2018.

Is there a cost for employers or members who participate in the program?

This program is offered at no cost to employers and members.

What Blue KC products are included in this program?

Included: Individual, Small Group and Large Group (Insured, Cost Plus, Local ASO).
Excluded: Legacy ASO, Joint Administrative Agreement (JAA), Federal Employee Program (FEP) and National Alliance groups).

Will group-level reporting be available for this program?

Yes. Group-level reporting will be available. Please contact your broker or Blue KC representative for details.

Will members be required to return equipment in the Health Harmony Home Wellness Kit?

Yes. Health Harmony will provide a pre-paid shipping label and box.



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How does the program communicate with a member's healthcare provider?

Providers can receive regular reports on the member's health so as to make proactive recommendations based on live data—blood pressure, heart rate, weight, pulse, oxygen and blood sugar. Members will initiate sharing their information with their doctor.

How are providers being informed of this new program?

Providers will be initially informed of this new program via letter. Blue KC will then follow up with providers with either an in-person visit or phone call to further explain how the program works and answer any questions.

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