



## Disease Management Strategies of Major Managed Care Companies

### Aetna Inc.

**DM Strategy** Aetna's DM programs apply evidence-based clinical guidelines to improve outcomes; help members and physicians work together; promote and improve treatment compliance.

**Vendors** LifeMasters, Supported SelfCare (diabetes, CHF), Optimal Renal Care (ORC) (chronic kidney disease)

**DM Volume** During 2002, more than 250,000 members were identified for participation in Aetna's DM programs.

**Diseases** Asthma, diabetes, congestive heart failure (CHF), coronary artery disease (CAD), end-stage renal disease (ESRD), low-back pain

**Payment** DM provided at no additional cost to members in HMO plans.

### Anthem Inc.

**DM Strategy** Full line of DM programs.

**Vendors** Health Management Corp.

**DM Volume** DM programs are available to most members and enrollment is targeted with the help of physicians and vendors.

**Diseases** Diabetes, CAD, CHF, Chronic obstructive pulmonary disease (COPD), maternity, asthma

**Payment** These are benefits Anthem provides its members. Administrative Services only (ASO) clients who choose these programs may incur an additional administrative charge.

### Blue Cross Blue Shield of North Carolina

**DM Strategy** Offers DM programs for members with select conditions or health risks. Confidential programs provide members with targeted information and services.

**Vendors** OptionMed for specialty pharmacy programs.

**DM Volume** Programs available for members enrolled in Blue Care, Blue Choice, and Blue Options.

**Diseases** Maternity, asthma, diabetes, migraine, fibromyalgia, Irritable bowel syndrome (IBS). Specialty services for: multiple sclerosis, Parkinson's, rheumatoid arthritis, lupus, cystic fibrosis, hemophilia, myasthenia gravis, sickle cell anemia, amyotrophic lateral sclerosis.

**Payment** All of the programs are free for members.

### CIGNA HealthCare

**DM Strategy** Provides the CIGNA HealthCare Well Aware Program for Better Health, DM programs to members. Programs target prevalent, costly chronic conditions that can be effectively managed through member education, nurse case manager outreach and support of physician's treatment plan.

**Vendors** Intracorp (subsidiary of CIGNA) in collaboration with American Healthways

**DM Volume** National availability; approximately 500,000 active participants. An estimated 1.5 million members have participated in CIGNA HealthCare DM programs since 1997.

**Diseases** Diabetes, asthma, low-back pain, CAD, CHF, COPD

**Payment** No cost to members. Available to employers as part of benefit plan or optional purchase, depending on product.

### Health Net Inc.

**DM Strategy** Member-centric, evidence-based medicine, population segmentation/predictive modeling, published outcomes data.

**Vendors** Alere, Renaissance

**DM Volume** All eligible members.

**Diseases** CHF, chronic kidney disease, ESRD, neonatal, rare diseases

**Payment** No cost to members.

### Health Insurance Plan of New York

**DM Strategy** Programs develop methodologies to effect and improve outcomes by improving member compliance and reducing cost.

**Vendors** Integrated Therapeutics Group, CORsolutions, ProMedex (subsidiary of Landacorp)

**DM Volume** 77,430 members.

**Diseases** Asthma, CHF, diabetes  
**Payment** No fee for members or employer groups. Fees paid by plan to vendors are not included in members' lifetime cap.

### Humana Inc.

**DM Strategy** DM programs combine with robust Internet tools for self-management, empowering members to take an active role in their own care and reduce complications via early intervention.

**Vendors** Accordant Health Services, CORsolutions, PAIDOS, RMS disease management

**Diseases** CHF, CAD, ESRD, neonatal, rare diseases, maternity (managed in-house)

**Payment** No cost to members. Vendors paid on outcomes basis.

### Kaiser Permanente

**DM Strategy** DM programs are integrated into the health system.

**Vendors** Kaiser Permanente's Care Management Institute, founded 1997, provides corporate support for regional DM activities.

**DM Volume** DM programs are open to the entire Kaiser Permanente membership.

**Diseases** Diabetes, asthma,

CAD, CHF, elder care, cancer, chronic pain, depression, obesity

**Payment** Part of regular Kaiser Permanente membership dues.

### PacifiCare Health Systems Inc.

**DM Strategy** DM programs are designed to improve clinical care, increase satisfaction, improve the functional status and cost outcomes in populations with selected diseases

**Vendors** Case-based DM programs outsourced to vendors; population-based programs developed primarily in-house.

**DM Volume** Any PacifiCare members with targeted diseases have access to the population-based programs; the case-based programs are offered to qualified members.

**Diseases** Diabetes, CHF, CAD, depression, COPD, asthma, ESRD, cancer

**Payment** DM included at no extra cost for fully insured products. ASO clients pay extra. Vendors compensated via capitation, case rates, FFS, per-diem, FFS with performance component, shared saving and/or outcomes-based payment.

### WellPoint Health

#### Networks Inc.

**DM Strategy** Population-based program utilizing multidisciplinary team approach, "Health Coaching."

**Vendors** All programs are internal.

**DM Volume** More than 87,000 members currently enrolled.

**Diseases** Asthma, CHF, diabetes, maternity, cardiovascular. 1Q2004 adding: musculoskeletal, oncology

**Payment** Included with all fully insured/non-refunding members and at additional charge for alternately funded groups.