



CareAssist™

For Employer Groups



Regence
BlueShield
of Idaho

An Independent Licensee of the Blue Cross
and Blue Shield Association



CareAssist™

A care management program that looks after your people and your bottom line. As an employer, you're concerned about the health and well being of your

employees. And, with medical costs continuing to rise, you're also concerned about the bottom line. CareAssist addresses both of these issues. CareAssist is designed to make sure your employees and their families come first by helping them through a chronic illness or a debilitating injury. In turn, this affects your bottom line by improving your claims experience.

Identify potential problems before they turn into big claims. We've been in the business of care management for a long time. And quite frankly, we have an advantage over other companies because we're also your health insurer. This means we have easy access to claims data and, unlike most case management companies, we use it to conduct proactive claims analysis.

How does CareAssist work? A registered nurse care manager is assigned to your company. This care manager works with employees and/or their covered dependents who experience either chronic or non-chronic medical conditions or events. As an advocate for your employees and their families, your CareAssist care manager can:

- Proactively identify employees who may potentially benefit from the program
- Provide the employee or dependent information about the specific injury, illness or treatment options
- Help employees and their families navigate the health care system
- Make sure that medical claims are paid correctly

A registered nurse care manager will examine your group's claims history to detect chronic disease and potential problems. Of course, employees can also request CareAssist services personally if they are confronted with serious medical issues.

The CareAssist program is a continual process that focuses on your company and your employees. After the first six months of the program, your company will receive a report detailing its care management activity and cost savings. Individual cases will also be summarized in a manner that provides meaningful information, but does not identify the employee or dependent. In addition, you will receive aggregate utilization reports showing the leading categories of diagnoses for your company.

At year's end, you will receive another thorough aggregate analysis of your group's activities. Future reports will continue to illustrate CareAssist's impact on your health care costs. You can also purchase specialized reporting on topics specific to your group, should you choose to do so.

Other care management activities include:

- **Physician consultations:** Informing physicians and other health care providers about benefits and/or developing a treatment plan with a primary care physician.
- **Benefit management:** Directing a member to a contracted provider or an appropriate level of care, or evaluating and managing the benefits within the contract.

- **Alternative benefits management:** Modifying a benefit package, to the extent permitted by applicable coverage and medical policy, to pay for services not otherwise included in the contract, but which are medically necessary and cost effective.
- **Facilitate direct claims payment:** Answering questions on medical policy and contract benefits.
- **Fraud and abuse review:** Investigating any alleged provider or subscriber program misuse. After assessing practice and/or utilization patterns, a plan is developed for appropriate corrective action.

- **Coordination with our Pharmacy Services department:** Prescription use is monitored in order to improve individual utilization and detect any possible fraud or abuse.

Promoting health and well-being. In addition to working as an advocate for employees with health care issues, the care manager is also available to attend employee meetings and discuss topics such as how to use benefits wisely. The care manager can also provide your employees with information on how to stay well and healthy. You can look to your care manager for information on heart disease, diabetes and cancer that can be used in employee newsletters or as payroll stuffers.

At Regence BlueShield of Idaho, we believe accountability is the cornerstone of care management—that's what we're committed to and that's what we promise you.

Not only will your employees be healthier, but in most cases CareAssist pays for itself through the savings you achieve in claims costs.

**To Contact a Care Manager call
1 (800) 351-2370**

Commitment to service, dedication to quality. You and your employees will feel more secure about medical decisions if all the alternatives are understood. CareAssist is part of our commitment to you. We are proud to be a part of The Regence Group, a four-state affiliation of BlueCross and BlueShield Plans. The leading health plan in each of the states we serve, The Regence Group is the pacesetter for product development, health and wellness, customer service, and peace of mind for millions of subscribers.

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