



Caring One

CASE STUDIES



MEDICATION ADHERENCE PROGRAM

This PowerPoint illustrates a case study of a typical contractual relationship between Caring One LLC and a healthcare services client. For this case study some details are used from Caring One's work for University of Maryland Health Advantage Dual Special Needs Plan.

Caring One owns and operates a call center in the Philippines. It is staffed by nurses registered in the Philippines ("RNs") as well as call center agents and customer service reps ("CSRs"). For healthcare providers in the U.S. Caring One provides non-clinical





MEDICATION ADHERENCE OUTCOMES

Case Study: Medication Adherence STAR Measures (MAD, MAH, MAC)
Health Plan (5,000 lives – Medicare DSNP)

Issue Identified

Mid-year Acumen data indicated that the plan fell well below other plans for achieving 4 or 5 stars.

Actions Taken

- Collaborated on program aimed at outreach to prescribers and members .
- Initiated barrier identification and outreach solution to the appropriate source to provide adherence support.
- Utilized Clinical Outreach staff to begin outreach to members, providers, and pharmacies.
- Outreach included both compliant and noncompliant members.

Case Details

- **711** unique members identified over 7-month period eligible for one or more of the 3 measures.
- **Caring One averaged management of ~ 135 members per month with 2 and 1/2 resources.**

Outcomes

Of eligible members, Caring One maintained more than 90% member year end medication adherence compliance across all three measures.

- Diabetes (MAD) 93%
- Hypertension (MAH) 90%
- Cholesterol (MAC) 90%

Thus, increasing chance for 4-star rating for Health Plans Medicare STARS.



WELL CHILD VISITS

This PowerPoint illustrates a case study of a typical contractual relationship between Caring One LLC and a healthcare services client. For this case study some details are used from Caring One's work for University of Maryland Health Partners Medicaid MCO.

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WELL CHILD VISITS OUTCOMES

Case Study: Well Child Visits and Childhood Immunization Reminders Health Plan (50,000 lives – Medicaid MCO)

Issue Identified

The MCO had failed to meet standards set by the state to achieve neutral or incentive status for Value Based Program for Well Child Visits.

Actions Taken

- Collaborated with plan to take on outreach for first 9 months of life with reminders at 2, 4, and 6 months.
- Nurses included information and support of Well Child Visits and Childhood Immunization schedule that impacted the HEDIS measures for the Plan.
- Documentation of call was included in health plan care management system to support coordination of care.

Case Details

- **623** unique members identified as eligible for the 2, 4 and 6 month reminder/scheduling campaigns.
- 2 clinical nurses performed outreach and education on preventive visits and immunization schedules.
- Nurses scheduled appointments, made reminder calls and follow up calls to ensure successful completion of visits.


Outcomes

Well Child Visit Measure increased from 18.5% from CY2018 to CY2019.

- 2018 66.4%
- 2019 84.9%

The plan exceeded all other MCO rates and achieved incentive status for the VBP program qualifying for incentive dollars.

Further, the Childhood Immunization HEDIS rates also improved 10% during the same time period.

The logo for Caring One features two overlapping curved lines, one in dark blue and one in red, forming a stylized heart shape.

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Case Study

This case study provides examples of benchmarks met by Caring One clients. Premier Medical Management LLC and its affiliates, Centennial Medical Group and First Call Urgent Care, are typical clients of Caring One.

CMG and First Call provide medical services direct to patients in multiple locations throughout Central Maryland.





Based on the experience of Premier Medical and its affiliates, CMG and First Call, your healthcare business is likely to experience the following within the first six (6) months of using Caring One:

- **The Number of Patients seen will increase by 15%.**
Your practice may have been growing at a lower rate but Caring One allows you to have more inquiries answered timely and more appointments can be made.
- **Your Net Promoter Score will increase—with no negative experience.**
Your practice could achieve a score of 86, meaning that 8.6 persons out of ten are actively promoting your practice.
- **You will experience an annualized return on investment of 70% in the first year.**
Your ROI can be based on the fees you pay Caring One and your increased profit.
- **Caring One has the capacity to scale up, onboarding new personnel and using a train-the-trainer approach. Only train us once!**
- **We grow with you!**



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