

# **Pennsylvania Medical Assistance (MA) Managed Care Organizations (MCOs) Disease Management Programs**

## **"Saving Lives and State Dollars"**

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### ***Pennsylvania's MA MCO Disease Management Experience***

Disease management (DM) has been a **core competency** of Pennsylvania's MA MCOs for well over a decade. They mobilize integrated, well-coordinated, patient-focused and outcomes-based approaches for their patients dealing with chronic medical conditions. As a result, these programs accomplish the following:

- Identify medical **and** non-medical factors exacerbating chronic conditions
- Achieve '*Best Practices*' by coordinating appropriate medical providers and services
- Implement consistent, proven outreach techniques enabling patients to comply with their provider's recommended treatment plan
- Provide patient education to maintain and enhance desired health outcomes
- Break down barriers to care tied to poverty

**The Commonwealth's MA MCO DM programs improve quality of life and lower the overall cost of care for this most vulnerable segment of the population.**

### ***Pennsylvania's MA MCO DM Programs***

- Pennsylvania's MA MCOs offer numerous DM programs. MA patients are enrolled in these programs that address chronic conditions including; **Asthma, Congestive Heart Failure, Diabetes, End Stage Renal/Chronic Kidney Disease, High Risk Pregnancy, Pulmonary Disease, Coronary Artery Disease, Sickle Cell Disease, HIV, and Hemophilia.**
- These programs have been recognized nationally. Highly integrated Disease and Case management protocols successfully facilitate the specialized care of patients with multiple chronic conditions in a seamless manner. The scope of this approach is *holistic* in nature.
- All our programs have a strong preventive health focus.

### ***Proven Results (Per The Lewin Group)***

- The success of one MCO's Asthma DM program decreased their inpatient hospital admission rate for Asthma **by 20% and** Asthma related emergency room visits **by 11%** from the baseline year. 62% of this program's patients rated it with the highest satisfaction score
- The Congestive Heart Failure program of another plan experienced a **39% and 26% decrease** in admissions and emergency room visits, respectively. **67%** of this program's patients rated it with the highest satisfaction score.
- Another MCO found that for every dollar spent on its Asthma DM, **it saved \$9.30**; for Congestive Heart Failure, **\$9.30 was saved**; for High-Risk Pregnancy, **\$1.80 was saved.**

### ***Healthier Patients Reduce Medical Costs***

Pennsylvania's MA MCO DM programs:

- Achieve health outcomes at nationally recognized levels
- Facilitate collaborative forums engaging physicians and other health care professionals to develop highly effective treatment regimens
- Provide 24-hour access to DM team providers
- Assure timely access to appropriate care as special needs emerge
- Empower patients to accept greater responsibility pertaining to their on-going health care needs
- Reduce emergency room visits, hospital admissions, and inpatient length-of-stay