

Powering improved quality and gap closure for a Medicare Advantage plan



INDUSTRY: Leading Medicare Advantage plan

MEMBERS: 500,000+

TELADOC HEALTH PRODUCTS:
Diabetes Management

SAMPLE OUTCOME:
Incremental improvement in gap closure rate of 11%-22% across 4 key quality measures.

Summary

This large health plan leveraged its experience with Teladoc Health to roll out our Diabetes Management program to its Medicare Advantage members—**reducing gaps-in-care** and helping push its **Star ratings to record highs** (including one plan with an overall 5-star rating).

Challenge

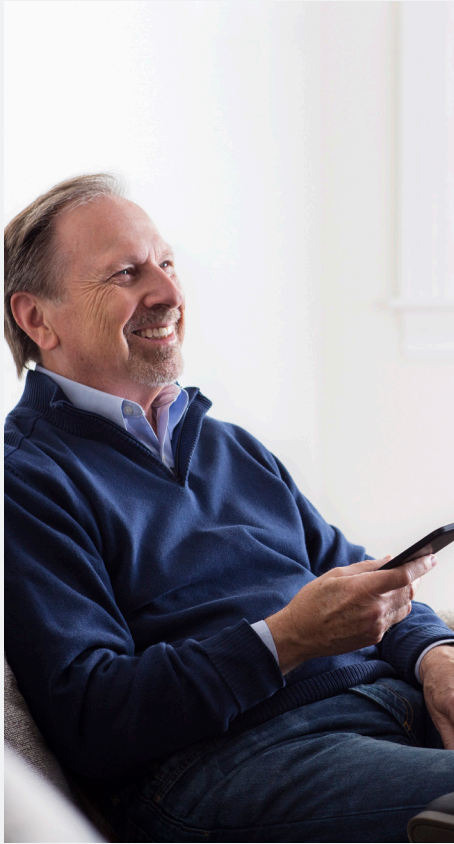
Diabetes remains prevalent among Americans aged 65 and older, with about 26.8% either diagnosed or undiagnosed with the condition.¹ So when one large health plan was ready to improve how its Medicare Advantage members managed their diabetes, it turned to Teladoc Health.

The plan had already seen the impact of our Diabetes Management program on its commercial population in terms of improved health measures and high member satisfaction. After losing its 4-Star rating from CMS, this health plan wanted to explore a new approach for improving health outcomes and reducing gaps-in-care among their Medicare Advantage members.

Solution

The health plan was particularly interested in improving performance on key quality measures such as: A1c screening, controlling blood pressure, eye exam, evaluation for nephropathy, medication adherence and statin use in persons with diabetes.

Working with Teladoc Health, the plan addressed gaps-in-care in these areas through initiatives including targeted emails, messages sent through a members' connected meter, and access to health coaches with emergency outreach for out-of-range blood sugar readings.

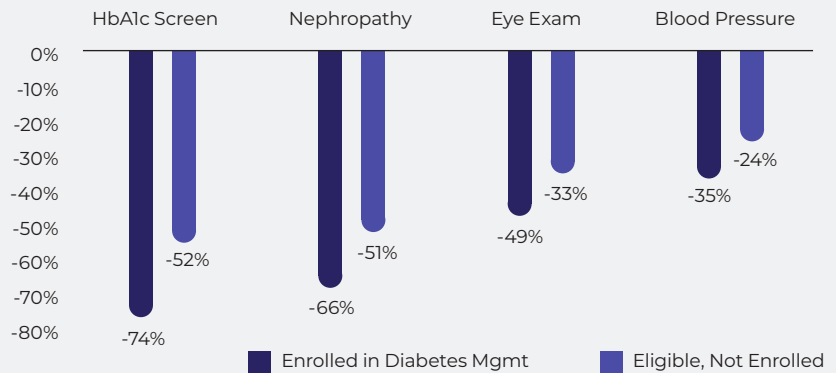


PROGRAM HIGHLIGHT

Reducing gaps-in-care drives improved quality measures

Over just a three-month period, the plan's Medicare Advantage members who enrolled in our Diabetes Management program experienced more significant gap closure rates than eligible members who did not enroll.

% Reduction in Members with Gaps³



Results³

In the year since introducing the program to Medicare Advantage members, the plan has seen improvements in important health measures—especially among those most at risk. Meanwhile, members' access to the program's health coaches supports behavior change that ultimately drives the plan's quality measures. For example, the plan measured a **reduction of up to 83% in A1c screening gap rate** among members who experienced a coaching interaction, and up to **37% reduction in blood pressure monitoring gap rate**.

Overall, the plan has sustained these trends throughout the year. Given this success—and the fact that diabetes increases the risk of mortality, and cardiovascular and microvascular complications²—the plan is now considering our Chronic Condition Complete solution, which would extend members' access to additional resources such as Hypertension Management. Altogether, this approach will help the plan better support its members living with chronic conditions and achieve its clinical quality goals.

0.81%

average A1c reduction for the uncontrolled population³

3.1%

HbA1c reduction for members with a starting A1c rate of greater than 10%³

76%

of members that started with A1c greater than 9% have moved into control³

+62

Net Promoter Score³

¹American Diabetes Association. "Statistics About Diabetes"

²The National Center for Biotechnology Information, "Diabetes in America."

³DS-9186

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About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

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