



# *Wellness*

CONDITION MANAGEMENT PROGRAMS



PARAMOUNT STEPS2HEALTH



# CONDITION MANAGEMENT

Paramount is dedicated to improving the quality of life for members with chronic health conditions. Our goal is to promote the wellness of the entire person, not just focus on their chronic condition.

Using a holistic health approach, our team of healthcare professionals assesses a member’s physical, psychosocial, behavioral health, nutritional, environmental, and lifestyle issues.

This information guides the development of an individualized plan to address the member’s health conditions.

Our team of compassionate physicians, nurses, therapists, educators and specialists work every day to help members receive the best care possible.

# OVERALL GOALS

- Help members manage their medical condition(s) with personalized, caring and expert support, with a focus on education by:
  - Creating individual action plans.
  - Gaining knowledge and understanding of blood pressure readings, laboratory results and goals.
  - Learning how to reach personal goals and follow treatment plans.
  - Identifying triggers or things that cause symptoms and how to avoid them.
  - Decreasing the number of missed work and/or school days.
  - Developing plans to quit smoking.
  - Improving diet and exercise habits.
- Increasing the use of appropriate medications.
- Improving medication and treatment plan adherence.
- Increasing the number of members receiving flu and pneumonia vaccinations.
- Reducing use of the emergency department and decreasing hospitalizations.
- Lowering health care costs.
- Preventing or delaying disease problems and complications.
- Addressing social determinants of health (SDOH) by linking members to community resources, including referral to ProMedica Food Clinic and the Financial Opportunity Center.

# HOW CONDITION MANAGEMENT WORKS

Every month, a sophisticated software application identifies members whose health is at risk. Those members receive supportive intervention – with those at greatest risk receiving the highest touch interventions.

- **Low Risk Members:** Monitored by our condition management team and receive educational mailings throughout the year.
- **Medium Risk Members:** Contacted by our condition management team to evaluate, assess and assist members with management of their disease.
- **High Risk Members:** A case manager is assigned to assist members with clinical management of their disease.

Members are enrolled in condition management programs unless they opt out.

*Empower Me*



# CONDITION MANAGEMENT PROGRAMS

We offer formal management programs for 10 common health conditions that members often need help with. Each member’s condition management program is based on their individual risk stratification. But here are some common components for each program:

## Asthma (Adult and Pediatric)

- Asthma education.
- Instruction in use of daily asthma medication to prevent flare-ups.
- Development of personal asthma action plan with families, employers, teachers and coaches.

## Behavioral Health

- Mental health evaluation, as appropriate.
- Behavioral health education and support.
- Pain management and addiction services, as applicable.

## Chronic Kidney Disease (CKD)

- Visits to a kidney specialist (nephrologist), as appropriate.
- Formal dietary education.
- Blood pressure and cholesterol control.
- Control of A1C and blood sugars for members with diabetes.

## Chronic Heart Failure (CHF)

- Written CHF action plan.
- Control of blood pressure, diabetes and weight.
- Daily weight check-ins.
- Formal dietary education, as appropriate.
- Visits to a heart specialist (cardiologist), as appropriate.
- Encourage appropriate tests (such as an echo ejection fraction.)



GOOD TO  
*know*

On **MyParamount.org**, check out our Health Risk Assessment tool that helps identify potential risks and ways to prevent their onset. The tool allows members to:

- Track progress over time.
- Share progress with a physician.
- Receive ongoing reminders and personal follow-up.

*Improve  
Quality of Care*



CONDITION MANAGEMENT PROGRAMS *(continued)*

Chronic Obstructive Pulmonary Disease (COPD)

- COPD action plan with pulmonary rehabilitation services.
- Plan for smoking cessation, if needed.

Chronic Conditions and Depression

- Member interventions described in the depression management program (see below) and additional care management calls that include:
  - Special periodic assessments to find out how well their depression is being managed.
  - Encouragement to discuss possible depression treatment plan changes with their physician, as appropriate.

Depression *(High Risk)*

- Visits to behavioral health providers for at-risk members.
- Prompt and ongoing doctor visits after starting on medication for depression.
- Adherence to antidepressant medication.
- Managing coexisting chronic medical conditions.

Diabetes *(Adult and Pediatric)*

- Diabetes education classes.
- Recommended yearly diabetes testing.
- Visits to a diabetes specialist (endocrinologist), as appropriate.

Migraine Management

- Visits to a headache specialist or neurologist.
- Medications to prevent migraine headaches.
- Instruction on keeping a headache diary.

Post Cardiac Event

- Cardiac rehabilitation services.
- Blood pressure control.
- Recommended annual screenings.

Reproductive Health

- Timely and consistent prenatal and postpartum care.
- Breast feeding support.
- ABC's of safe sleep for infants.
- Interventions to prevent infant mortality.
- Information about birth spacing and family planning.
- Community resource education.

*Enhance  
Quality of Life*





Call member services: 800-462-3589 or  
419-887-2525 to be enrolled or removed  
from the program (TTY 711).



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**800-462-3589**

[paramounthealthcare.com](http://paramounthealthcare.com)