

**Q1** *What is Evaluaide<sup>SM</sup> ?*

**A1** Evaluaide<sup>SM</sup> is a population health management program designed to evaluate the overall health of a plan population and identify participants who have, or are at risk for developing, common and costly chronic health conditions. The identified participants are invited and encouraged to enroll in the program to help them improve their health. The goal is to develop a healthier population over time.

**Q2** *What patient data is analyzed to determine who is eligible to participate?*

**A2** We analyze collected health data such as diagnoses, emergency room visits, hospital admissions, pharmacy claims and laboratory data, to identify plan participants who currently have, or are at risk for developing, costly chronic health conditions such as diabetes. Patients are stratified according to predetermined metrics.

**Q3** *Are all my MagnaCare patients eligible for Evaluaide<sup>SM</sup> ?*

**A3** No. Only certain patients are eligible. Eligibility is based on individual plan participation and data analytics which identify patients who have, or are at risk for developing, common and costly chronic health conditions.

**Q4** *What does it cost to participate in Evaluaide<sup>SM</sup>?*

**A4** There is no additional cost to the patient or the provider.

**Q5** *How does Evaluaide<sup>SM</sup> benefit providers?*

**A5** Patients are assigned an Evaluaide<sup>SM</sup> nurse who can work with providers to:

- Help manage high-risk patients
- Increase contact with patients
- Increase patient compliance with prescribed care regimens including: blood glucose testing protocols, medication compliance, diet and exercise recommendations
- Improve quality of care
- Provide patients with skills for self-care
- Reinforce chronic health condition-specific education through written materials and one-on-one conversations with Evaluaide<sup>SM</sup> RNs
- Improve coordination of services
- Improve health outcomes
- Take some of the burden off office staff by providing patient follow-up and support both telephonically and with home visits, if required
- Provide patients with someone to speak to
- Provide better contact with health care providers
- Provide long-term monitoring follow-up
- Improve patients' quality of life
- Improve patient satisfaction
- Improve caregiver satisfaction

**Q6** *How long does a patient participate in Evaluaide<sup>SM</sup>?*

**A6** Patients collaborate with their Evaluaide<sup>SM</sup> nurse in setting individualized health care goals. They work together with their nurse and health care providers to achieve these goals. Program participation continues until all goals are met. There is no predetermined time limit.

When a patient has met their goals they are graduated from the program.

**Q7** *How do I find out if my patient is eligible for Evaluaide<sup>SM</sup>?*

**A7** Patients who are eligible are notified by mail and invited to enroll in the program. They are also contacted telephonically by their nurse.