

## Health Services

**Utilization Management Program:** This year Health Services has concentrated on customer service. In addition to completing our routine utilization review responsibilities, we've increased our focus on hearing and responding to hospital provider concerns. It is our goal to improve the quality of our service to members by enhancing our response to those facilities that provide the care.

**Care Transition Intervention Project:** We partnered with the California Health Care Foundation to provide support and assistance to elderly members transitioning from facility to home. The purpose of this is to enhance self-sufficiency using a proven short-term coaching approach in direct communication with a select group of members.

**Quality and Disease Management Programs:** We supported our physician partners in passing required audits of their practice sites. We continue to reimburse physicians for their specific excellent care of diabetic and asthmatic members.



*Clockwise from top left:*  
**Matt McCanless, Elizabeth Smoot, RN, Jim McCracken, RN, Stephanie Muñoz, Jessie Mercer, Susan McClair, MD, Rita Washington, Julie Tichbourne, Melanie Hunt, Heather Burns, RN, Dawn Funé-Seward**

## Pharmacy

**Specialty Pharmacy Offering:** We are very proud of the fact that we have been able to bring to our members the enhanced quality and resources associated with a Specialty Pharmacy program. Specialty pharmacy is an area of the benefit involving complex pharmaceutical therapies for members with chronic medical conditions. Through prescription fulfillment within a Specialty Pharmacy program our members now have access to a broader array of clinical support and service.



**At-Risk Quality Initiative:** We have completed our 2nd year of this quality initiative aimed at identification of potential drug interaction, duplicative therapies and potentially adverse medical issues. While we continue to identify around 1000 members annually and review their respective medication profiles, the number of identified issues has dropped to nearly nothing, which indicates yet another validation of the quality of our provider network.

**Narcotic Usage Quality Surveillance:** For over a year now we've been monitoring utilization of opiates on a monthly basis to identify either potential areas for program development or possible abuse. While we are looking to identify pain management resources to make available to our network, we feel very fortunate and confident that our plan enjoys appropriate utilization in this area.