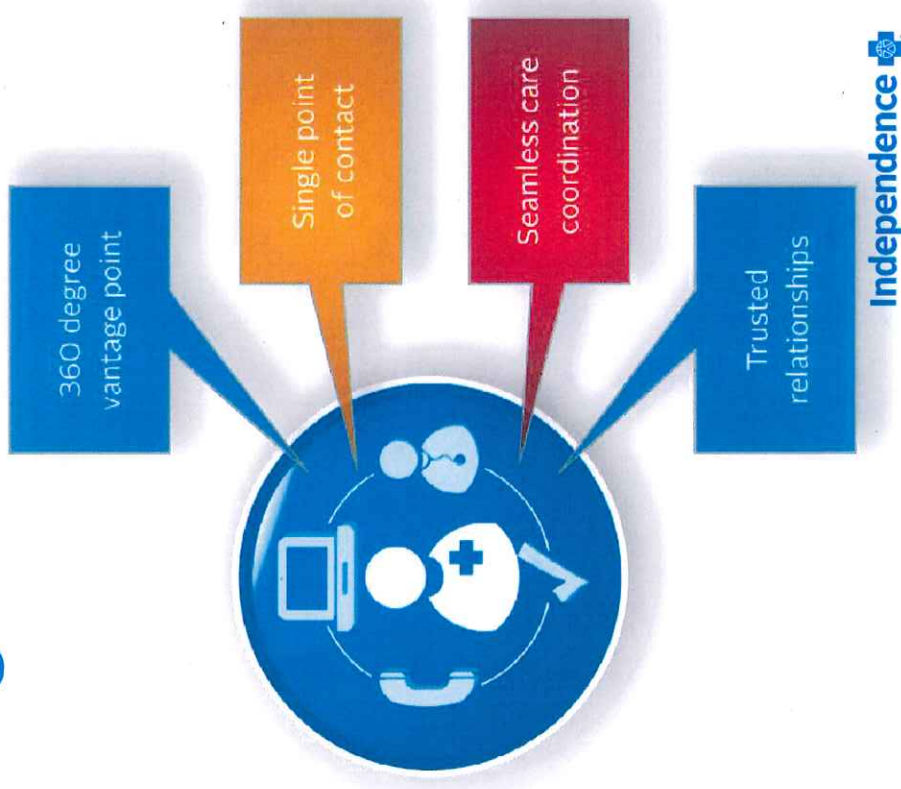


# Care and Condition Management

## Health Coach Model

- 24/7 Nurse Line
  - Gives members a single point of contact for their care needs
- Condition (Disease) Management
  - Targeted outreach to members through Primary Health Coach, based on stratification of claims, biometric screening, PHP, and pharmacy data
  - Included for Fully-Insured Customers, optional for Self-Funded
- Case Management
  - Coordinates multiple aspects of care
- Utilization Management
  - Employers receive information on how their members are using IBC benefits and services



# Healthy Lifestyles<sup>SM</sup> Solutions

## Wellness Programs for Members



### Money Back Reimbursements

- Fitness
- Weight Management
- Tobacco Cessation

### Discounts & Savings

- Blue365<sup>®</sup>
- CorCell<sup>®</sup>
- SilverSneakers<sup>®</sup>

### Online & Mobile Tools

- WebMD
- Wellness Profile
- Personal Health Record
- My Health Assistant

### Education & Information

- Stress Mgmt
- Wellness Guidelines
- Resources for Adoptive Parents
- Pregnancy and Infant Care
- Preventive Health Reminders
- 24/7 Nurse Line

### Health Management & Support

- Condition (Disease) Management
- Case Management
- Utilization Management