

Supporting your health while addressing rising costs

9 ways we're tackling this challenge*



As your local, mission-based health plan, we are right here, working closely with your providers and the broader health care system to keep you healthier – helping to prevent health issues that can also lead to higher costs. Programs like chronic condition support, care coordination, and virtual care, for example, help improve access, ensure you get the right care when needed and address rising costs.

1 Support for older adults

- Fitness programs, gym memberships and healthy aging resources
- Fall prevention programs

2 Investing in your wellness

- You're supported by our teams – nurses, social workers, therapists, customer care staff and more – in many ways:
 - Care coordination and benefit education
 - Help overcoming barriers like language or transportation
 - Reminders for missed preventive health screenings
 - Dedicated teams support members with complex needs
 - Nutrition support from dietitians – from weight loss to managing diabetes, pregnancy, heart and kidney health
 - An app that connects members with care managers, dietitians, nurses and more
- Likely no-cost coverage for preventive health screenings and annual checkups
- A tool to help members understand their surgery options
- **Digital wellbeing program**
- Employer-based wellness programs
- **Univera Fit Dollars** health and wellness discounts
- 24/7 **Nurse Call Line** at 877-222-1240 (TTY 711)

3 Support for new moms

- Nurses, dietitians, social workers and behavioral health care managers support moms during and after pregnancy
- Grant funding to support safe pregnancies and childbirth for at-risk populations

4 Stronger provider partnerships

We continue to look for ways to deepen these partnerships to support community health:

- Provider incentives for high-quality, cost-effective care
- Lower costs when you choose **in-network providers**
- Support for small- and mid-sized hospitals who want access to advanced electronic medical records and other technology capabilities

5 Chronic condition management

- **Support for those with COPD, congestive heart failure, diabetes or stage 4 or 5 kidney disease**
- **Health education materials**

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HEALTHCARE

Right here.
For you.

6 Local community support

As your local health plan, our 4,000+ employees live and work in the communities we serve, providing local support for you

- In-person support at **resource centers**
- **Investments** in what matters – food as medicine, housing, transportation, and behavioral health – to make communities healthier
- Community Connections team reaching hard-to-reach or socially-isolated members and reconnecting them to care
- Our facilitated enrollers attend community events and visit nonprofits, clinics and more to help members with their benefits

7 Expanding virtual care

- When your doctor isn't available in person, **virtual visits** can help you access care sooner, including:
 - Virtual options for minor illnesses and injuries, physical therapy, behavioral health, dermatology and cardiac rehab

8 Prescription drug solutions

- **Home delivery of your medications**
- **Pharmacy Concierge:** Clinical pharmacists work with your providers and review medication for safety, effectiveness and savings opportunities with approved generics or biosimilars**
- Site of Care: Infusion therapy at lower-cost locations like your home
- Promoting FDA-approved **biosimilars** for conditions like cancer and autoimmune disease. They work just as well but cost less compared to biologics
- Our covered drug lists (formularies) are designed to help you get the right medicine when and where you need it. **View them online** to guide discussions with your doctor

9 Data-driven improvements

- We use data to uncover gaps in care, rising costs and issues like duplicate tests or billing errors – so we can act quickly to protect members, improve health outcomes and tackle affordability



*Some of these programs may not be available to all members. This list also represents key strategies, but it is not a complete overview of all the ways Univera Healthcare supports your health while managing rising costs. For questions, visit UniveraHealthcare.com or call the Customer Care number on the back of your member card.

**Our Pharmacy Concierge program is for mid- and large-sized employers.