

like peaches and cream ...

every day health
your total care solution



Bread and butter. Simon and Garfunkel.
FCHP and you. In sickness and in health, Fallon
Community Health Plan is here. Every day.

FCHP's many benefits and wellness features encourage our members to take care of themselves first and foremost to prevent illness. But we know that isn't always possible. Many health problems are not within our control—because of environment, genetics and other factors—and we deserve compassionate care to live as well as possible if ever we do get sick. That's where FCHP's comprehensive care services come in as part of our *Every Day Health* program. Our concern is that you and your employees get the quality care you need to have the best possible quality of life in every circumstance.

care and support

One nurse for each member! When our members need special care on an outpatient or inpatient level, FCHP's care services programs automatically

provide the resources and support that can help them get well, or better keep their condition in check. FCHP takes a different approach by having one nurse care specialist coordinating all care for each member, regardless of the number of services involved. It's like having a personal health advisor. And, rather than turning to outside resources, FCHP chose to staff these programs with on-site local nurses, who can respond more efficiently and personally to a member's needs because they live and work in the region and know its health care providers.

Members who receive our special attention are more successful at following their treatment plan and managing their day-to-day care, which often minimizes health complications. Throughout all services, we emphasize: increased support and education for self care; ongoing member monitoring; close physician collaboration; and proactive advocacy to avoid unnecessary complications.

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care se
when you need us





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most, fchp is here

inpatient care

When a member requires inpatient care, our nurse care specialists work directly with the inpatient facilities and home care teams, along with family members, to maximize recovery.

outpatient care

On an outpatient level, more than 30,000 of our members typically work directly with a nurse care specialist and another 30,000 members receive educational materials, newsletters and health screening reminders.

FCHP nurse care specialists oversee comprehensive care for members who have several chronic health conditions—for example, heart disease, diabetes and respiratory disease—to help them gain control of their health. We also work with members who have cancer, organ

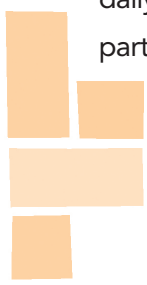
transplants or need skilled home care and multiple other services from specialists.

We also offer disease care services that carefully coordinate resources for members who are coping with one or more chronic conditions. These targeted programs are:

- Our **Asthma** program, available to adults and children, focuses on lowering the frequency of attacks through education on symptom recognition, triggers, environment modification and proper use of medications.
- Our **Congestive Heart Failure** (CHF) program emphasizes recognition of symptoms and early reporting of changes to a primary care physician and educates members on the role of medications, daily weights, sodium restriction and how they intertwine to keep members healthier. More than 50% of these participants have lost weight, which is a good indicator of being in control of the condition.

Unlike other health plans, our nurses go on site to make sure our members are getting the services they need, when they need it—and don't get lost in the health care system.

continued



for every \$1 we've spent on outpatient care management programs, we've saved approximately \$2 in health care expenditures.

- Our **Coronary Artery Disease (CAD)** program promotes modifying and reducing risk by providing education on the importance of diet, exercise, stress management and medication compliance. We follow up with primary care physicians and work closely with cardiac rehabilitation programs. We've had 40% of our participants lose weight and reduce their LDL ("bad") cholesterol level.
- Our **Diabetes** program works most closely with members who are diagnosed as high-risk to help them attain better blood sugar control through self-management and lifestyle changes. We send our quarterly *Diabetes On Track* newsletter to approximately 12,000 members. In this program, 45% of participants gained control of their blood sugar level and 38% reduced their LDL ("bad") cholesterol level.

Is it working? Absolutely. The results speak for themselves. Participating members have fewer and shorter hospital stays—at a time when these rates are increasing nationally—and do a better job of taking medications as prescribed. This adds up to better health and a better quality of life for our members. In addition, we find that for every \$1 we spend creating and offering these focused-care programs, we save \$2 in health care expenditures. We all save money—you, your employees, and FCHP.

The number one reason participants "graduate" from our programs is because their health improves to the point that they no longer need our extra support. Now, that's what we're all about.

For more information about FCHP care services,
a part of our *Every Day Health* program,
please call your account manager at 800-333-2535.



www.fchp.org

Results for all programs based on calendar year 2003 and 2004 utilization data; member specific results pre- and post-enrollment in the programs.