



# Chronic Condition Management Program



## Chronic Conditions Are Costly

With healthcare costs escalating, you need solutions which will help you with cost containment and ensure members receive high quality care. Through advanced data analytics, we identify individuals who would benefit from our programs.

*In the United States, 75% of healthcare spending driven by individuals with chronic conditions.*

Telligen's certified Chronic Care Professionals, nurses, behavioral health professionals and diabetic educators build relationships with members and their family and/or caregivers to understand their conditions. We coordinate healthcare treatments and coordinate with providers on evidence-based practices to improve the health of members and manage costs.

## PROGRAM RESULTS BY THE NUMBERS



Program  
ROI of  
\$2.10:1



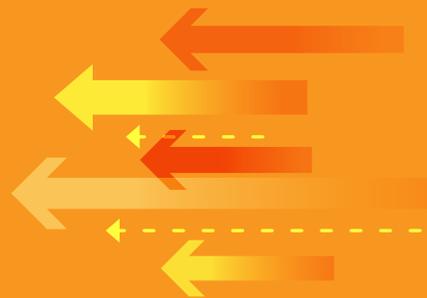
41%  
Improvement on  
Blood Glucose



41%  
Improvement  
on BMI



40%  
Improvement of  
Risk Factors



## Programs

We have coached on more than 20 conditions, including:

- Asthma
- Diabetes
- Sleep Apnea
- COPD
- Maternity
- Coronary Artery Disease
- Congestive Heart Failure
- Depression
- Anxiety

## How it Works



We use data analytics to identify individuals with chronic conditions who will clearly benefit from health coaching. Our certified health coaches work with your members and their family to understand their conditions, coordinate treatments with healthcare providers and monitor their progress so health is maintained and costs are managed.



Telligen Health Coaching is an ongoing, collaborative program between the member and their health coach. Throughout the program, the coach and member will communicate regularly telephonically and through Telligen's health app to assess needs and set goals. The Telligen health coach will provide support and education throughout the experience. When goals are met, the health coach will document and share the outcomes with the member. Together, the health coach and member will re-assess the member's needs and, if needed, set new goals.

*My health coach's compassion, knowledge and understanding helped me achieve a successful lifestyle. I am now walking daily, monitoring my blood pressure and eating a balanced diet. I am extremely happy to see that Telligen takes the time to help their members in time of difficult health situations.*



## The Telligen Difference

- Dedicated health coach
- Motivational interviewing
- Program engagement is twice the industry average
- Detailed initial assessment and evaluation of readiness to change
- Collaboration with the treating providers
- Member-centric action plan
- Personalized and customized educational materials
- Re-assessment and support ongoing based upon progress related to treatment plan goals and clinical indicators
- Staff expertise with diverse clinical and educational knowledge, leading to improved outcomes for your members
- Interdisciplinary team
- High member satisfaction
- Behavioral health assessments and substance abuse recognition are tied into every Telligen health solution

For more information, contact **Anthony Schaner (Director Account Management)**