

Health Plan Back Pain Program Description

Program Objective

The Back Pain Management program provides telephonic outreach, education and support services to promote recovery from low back pain and prevent future episodes of back pain.

Eligibility Criteria

An individual is considered medically eligible for the program if the following conditions are met:

Age \geq 18 and:

- 2 thoracic or lumbar dorsopathic, sprain/strain or non-allopathic lesion claims
And the most recent thoracic or lumbar dorsopathic, sprain/strain or non-allopathic lesion claims must be within the last 12 months

Individuals with more than one eligible condition will be encouraged to enroll in the appropriate program based on the Envolve PeopleCare's Hierarchy of Disease algorithm.

Enrollment

An introductory mailing is sent to identified individuals (candidates) announcing the program and informing them they will receive a phone call. Several outreach attempts are made to contact candidates by telephone. Candidates who do not respond to telephone outreach are sent a post card encouraging enrollment.

Once contact is made, the program is explained, eligibility is confirmed and a health assessment is initiated to collect information on current back pain condition, recent utilization and current medication use and schedule a Baseline Assessment call with an Exercise Physiologist.

Ongoing Coaching

The Health Coach will complete the assessment and develop an individualized care plan based on the participant's back pain history and current pain level, medication utilization, level of emotional stress and functional status.

Internal clinical guidelines are developed from nationally recognized evidence-based guidelines published by the American Pain Society and American College of Physicians.

Components of the program include:

- goal-setting and recovery planning

- reinforcement of therapy goals and instructions provided by participant's therapist (if applicable)
- proper instruction for the development of muscle endurance, strength and flexibility of the core stabilizer muscles
- review of occupational workstation ergonomics
- assessment and optimization of body mechanics and posture
- maintenance exercise program
- stress management, including visualization and relaxation techniques

Program Length

Program activity lasts for one (1) year. Participants graduate after the 12-month follow-up call.

Disenrollment or Exclusion

Members may be Dis-enrolled or Excluded from the Program under the following circumstances:

- Member dies;
- Members with serious or life-threatening medical conditions including mental health will be referred to case management.
- Member's health care coverage with HMO terminates or HMO no longer provides the Member's primary coverage as determined under applicable coordination of benefits rules by HMO and communicated PROVIDER;
- Member is no longer capable of participation in the Program, in the reasonable determination of PROVIDER;
- Member has cervical (neck) pain