

## COPD Program Description

### Program Objective

The Chronic Obstructive Pulmonary Disease (COPD) program provides telephonic outreach, education and support services to promote adherence to pulmonary treatment guidelines; prevent acute exacerbations; reduce healthcare utilizations, promote therapeutic regimen, participant self-management, and annual physician visits; and optimize functional status.

### Eligibility Criteria

An individual is considered medically eligible for the program if the following conditions are met: Age  $\geq 35$  and any of the following:

- One or more primary COPD ER visits and/or inpatient days;
- Two or more primary or secondary COPD claims;
- One primary or secondary COPD claims and one or more primary or secondary 496 claim; and
- One primary or secondary airway obstruction or COPD claim and one or more claims for inhaled bronchodilators, home O<sub>2</sub>, Ipratropium, Spiriva, primary Cor Pulmonale or lung reduction surgery.

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

### Enrollment

Eligible members may be identified for enrollment in a variety of ways including claims data (i.e. medical, behavioral, pharmacy, etc.), encounter data, health appraisal results, referrals from the health plan (i.e. Utilization Management, Case/Care Management, etc.), physician (i.e. lab values, etc.), a current or previous program participant, eligible individual list from client organizations (i.e. Population Health Category 5a Health Coaching Report), data from wellness or health coaching programs, and advanced data sources such as EDW.

An introductory mailing is sent to targeted members with program information and informing members they will receive a phone call. Several attempts to contact the member by telephone are made. Members who do not respond to telephone outreach are sent a post card encouraging enrollment.

Once contact is made, the Program is explained to members, eligibility is confirmed and a health assessment is initiated to identify clinical risk, education needs and assign the member to the appropriate Health Coach (a Registered or Certified Respiratory Therapists).

## Ongoing Coaching

The Health Coach will complete the assessment and develop an individualized care plan based on the participant's knowledge of their condition, lifestyle behaviors, and respiratory symptoms. Internal clinical guidelines are developed from nationally recognized evidence based guidelines published by the National Institutes of Health. Components of the program include but are not limited to:

- Telephonic behavior change health coaching with a licensed Primary Health Coach with clinical experience matched to the participant's needs
- Field Health Coaching with a licensed Respiratory Therapist in the participant's home, if purchased by the client
- Medication education and compliance management
- Symptom management to prevent exacerbations
- Proper use and maintenance of respiratory equipment
- Improving exercise tolerance
- Supporting tobacco cessation
- Individualized goal setting to minimize modifiable risk factors
- Depression screening
- Preventive care (i.e. Flu and pneumonia vaccinations, preventative screenings, etc)
- Education materials to enhance understanding and compliance.
- Access to self- management tools, articles and quarterly newsletters via Envolve People Care's online portal
- Unlimited in bound calls

Throughout the program, the Health Coach will work with the participant to identify social determinants of health / barriers to care plan compliance and will address questions regarding condition management.

## Defined Program Goals

- Increase the percentage of members who report or have evidence of receiving an annual flu vaccination during the reporting period by 10% compared to the previous year.
- Increase the percentage of members who have evidence of or report a Spirometry screening within the past 12 months within the report period by 5% compared to the previous year.

- Increase the percentage of members who have evidence of or report a physician office visit within the past 12 months within the report period by 5 percentage points compared to the previous year.

### **Program Length**

Members may participate in the Program as long as they remain medically eligible, are receiving primary health care coverage with the HMO and have not requested to be disenrolled from the program.

### **Disenrollment or Exclusion**

Members may be Disenrolled 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.
- Members health care coverage with HMO terminates or HMO no longer provides the Members 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.