Aetna Managed Care Program:
Disease Management

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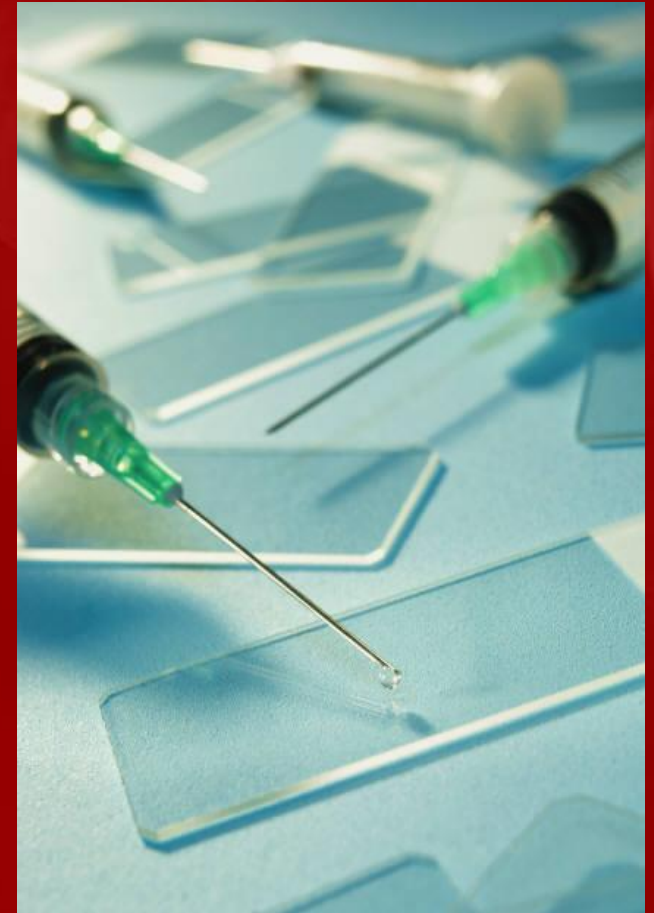
Managed Care & Contractual Services

Aetna Disease Management

With the continued rise in the cost of providing quality health care in the United States, it is imperative that managed care organizations develop strategic disease management and disease prevention programs. Aetna has developed a continuum of quality measures to assist consumers in managing the cost of health care through disease prevention and supporting the management of ongoing chronic conditions.

The Role of Preventing Disease

- ➢ Primary Prevention
- ➢ Secondary Prevention
- ➢ Tertiary Prevention

Primary Prevention

➢Develop and maintain a healthy life style by:

❑Eating healthy
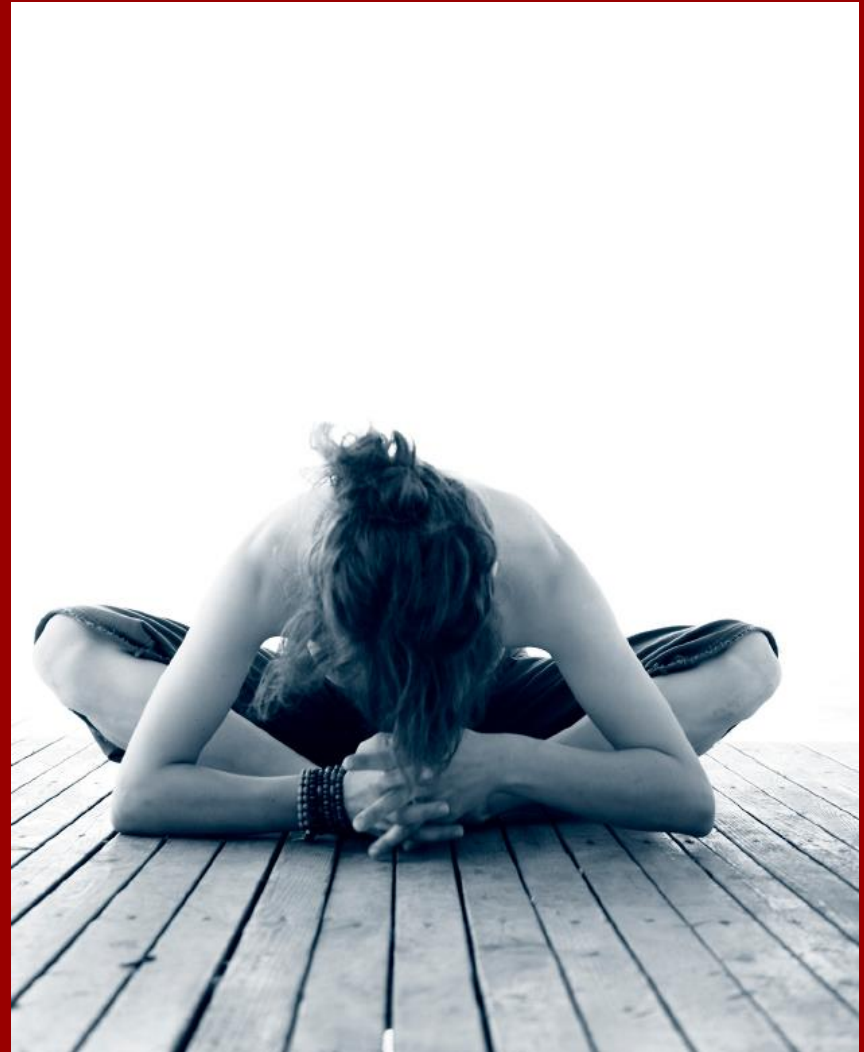
❑Regular Exercise

❑Getting the appropriate amount of rest

➢Reduce health risks

❑Stop smoking

❑Minimize alcohol consumption

➢Immunizations

Secondary Prevention

➢Take actions that provide for the detection of disease early before it becomes symptomatic by:

❑Maintain annual physical examinations

❑Access medical testing such as mammography and colonoscopy procedures

❑Conduct self-examinations on a regular basis
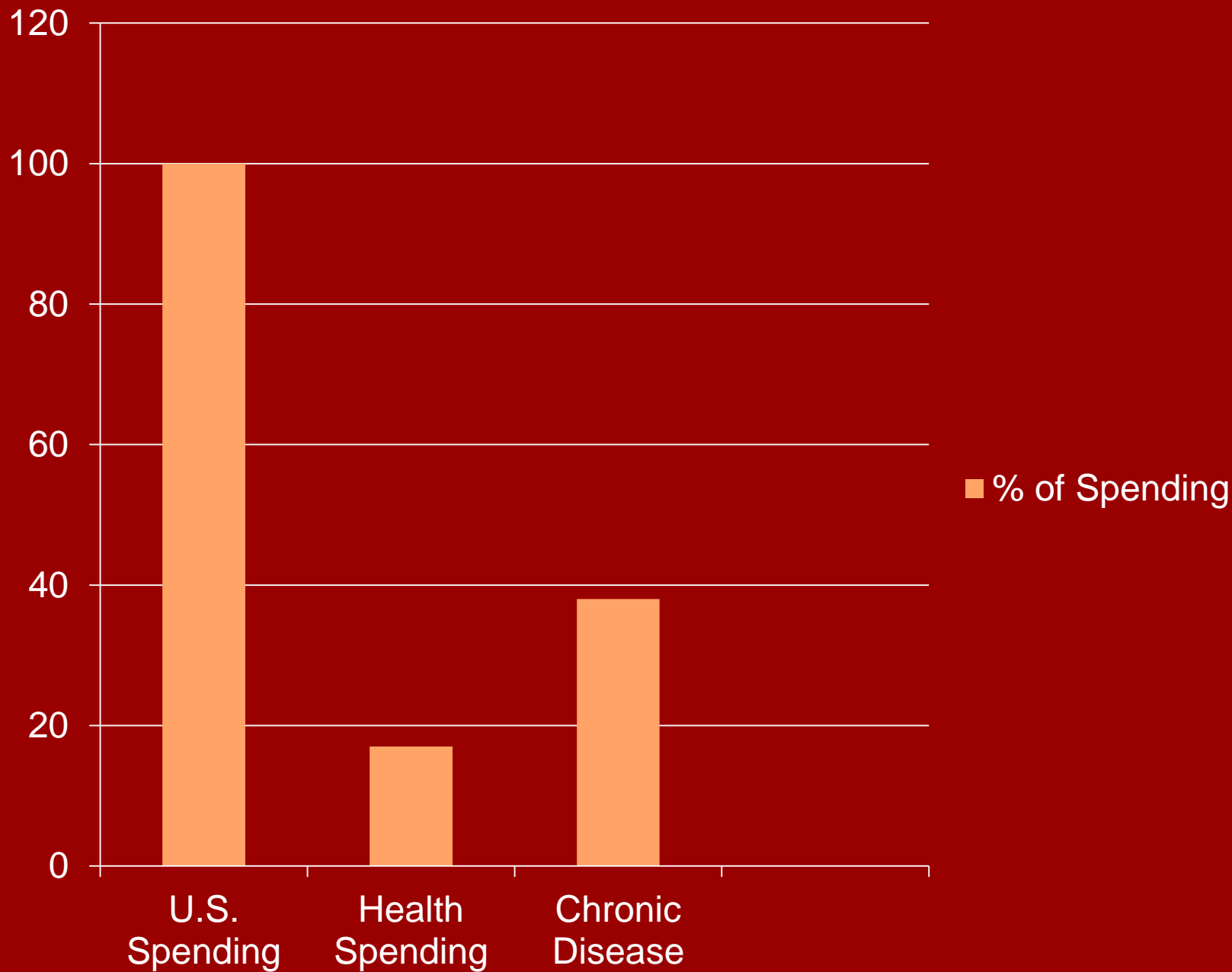
❑Access medical professional services

Tertiary Prevention

➢Take action to reduce or minimize the severity of a disease after it has been diagnosed by:

❑Managing Diabetes

❑Follow through with cardiac rehabilitation

❑Effectively manage diagnosed diseases by working in coordination with case management

% of Spending

Aetna: Disease Management Program Design

Aetna has developed a unique program, designed to address 35 chronic conditions by providing support and leading technology tools.

➢ Total Health View- looking at the totality of the individual rather than the condition.

➢ Personal Attention- R.N.assistance.

➢ Protective Technology- personalized risk assessment and support.

The "CareEngine" System

➤ Aetna's "CareEngine" system is designed to continually scan and compile data to assist in improving the overall quality of care of its beneficiaries. Further, the system is designed to send an alert to care providers advising them of potential risks and care issues as they are found.

➤ The system compiles information on a number of key issues including:

✓ Claims

✓ Feedback

✓ Health Information

Aetna Incentives

Patient Incentives

- Book SM Discount Program
- Fitness SM Discount Program
- Health Assessment
- Natural Products and Services SM Discount Program
- Weight Management SM Discount Program
- Wellness Counseling
- Beginning Right SM Discount Program
- Informed Health Line
- Simple Steps to a Healthier Life
- Vital Savings by Aetna
- Zagat Discount

Physician Incentives

- Pathways to Excellencesm incentive program for Physicians and Hospitals:
  - Improved Quality
  - Improved Safety
  - Become Cost Efficient
  - Financially Compensated for attaining verifiable improvements in caring for beneficiaries

Quality Measures and Facilities

Aetna works diligently to ensure that its beneficiaries receive the highest level of quality care. Through commitment efforts, the company provides two programs through the Aetna Institutes:

- ➢ Institutes of Excellence
- ➢ Institutes of Quality

Aetna also has instituted "Aexcel" which is a part of the company's National Medical Excellence Program.

Case Management

Aetna prides itself on asserting support mechanisms that are individualized. By treating the total person rather than focusing on the condition, each beneficiary receives extensive, individualized treatment. Aetna's network of R.N.s provide the link between the patient and the care provider to deliver continuity in case management.

Prescription Benefits

Aetna managed care programs offer an array of prescription benefits designed to meet the needs of beneficiaries.

➤Prescription Drugs Delivery

➤Is Your Drug Covered?

➤Generic Drugs

The Future of Data Use and Informatics

Aetna provides a strong balance between data collection and the use of information technology. Through web-based programs, Aetna allows beneficiaries to search an array of sources for information.

"The function of protecting and developing health must rank even above that of restoring it when it is impaired" (as cited in Kongstvedt, 2007, p. 318, para.1).

As health care continues to rise in the United States, managed care organizations have begun to focus priority on strategic planning for disease prevention and management of chronic disorders. As a leader in providing health insurance coverage to the American consumer, Aetna has developed a continuum of quality measures to assist beneficiaries in managing the cost of health care through disease prevention and taking supportive measures in managing chronic diseases.

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