

Improving the Health of Our Members

At McLaren Health Plan, our focus is YOU. Each day we strive to give you the personal attention and care that you deserve from your health plan. Our team goes beyond standard expectations in health care to ensure you receive quality care. Our customer service team looks forward to personally welcoming each new member and educating all of our members on the many programs we designed just for YOU.

Case Management

- Proactive Identification of Needs
- PCP Case Management Program
- Complex Care Nurse Managers

Member Outreach

- Health Promotion Reminder Cards
- Updated Website & Health Links
- Semi-Annual Newsletters
- Chronic Disease Support
- Health Coaches
- "Ask a Nurse" 24/7

Member Connection

- In Touch Member Health Survey
- New Member Welcome Calls
- Staying In Touch Program
- Your Own Personal Nurse

Utilization Management

- Outpatient Services
- Inpatient Management
- Pharmacy Management



Special Programs

- Early Care Healthy Family
- Eyes Wide Open
- Let's Connect
- Asthma & Diabetes Programs
- *Down* with High Blood Pressure
- Emergency Room Program
- Taking It Off

Employer Support

- Meet & Greets
- Nurse Assignment
- Customer Designed Services

Disease Management

- Asthma
- Depression
- Diabetes
- Many Clinical Practice Guidelines
- High Blood Pressure
- Maternity

(888) 327-0671

McLarenHealthPlan.org

Summary of Programs that Improve our Members' Health

Special Programs

- **Early Care Healthy Family:** Educational outreach for all pregnant members
- **Eyes Wide Open:** Support program for members diagnosed with depression
- **Let's Connect:** Designed to promote primary care physician (PCP) visit in first 60 days of enrollment
- **Asthma and Diabetes:** Self management education for these specific chronic diseases
- **Down with High Blood Pressure:** Support for medication compliance and health education for members with hypertension
- **Emergency Room Program:** Member education regarding after hour care

Member Connections

- **In Touch Survey:** Health Risk Assessment for our members
- **Staying In Touch:** Customized health education outreach for members
- **Welcome Calls:** Completed within 30 days of enrollment
- **Own Personal Nurse:** Every McLaren Health Plan member has a nurse assigned to them for their health care needs

Member Outreach

- **Health Promotion Reminder Cards:** Member mailings based on age and preventive screening requirements
- **Health Coaches:** Complimentary reminder mailings, with outreach calls to promote preventive screenings
- **Semi Annual Newsletters:** Member communication containing information on health topics, new member programs, benefits, etc.
- **Interactive Website:** Current information on a wide spectrum of topics on McLarenHealthPlan.org
- **Ask A Nurse:** 24/7 toll free phone number for members with questions regarding their health care needs

Employer Support

- **Meet and Greet:** Medical Management staff visits the employer's site of business to meet with new members and answer questions
- **Nurse Assignment:** Each employer has a nurse assigned to them to facilitate meeting the members' health care needs
- **Custom Designed Services:** Employer specific requests are met, for example, onsite delivery of new member packets, and ID Cards

Utilization Management

- **Outpatient Services:** Designed to support care delivery through the PCP referral process
- **Inpatient Management:** Begins with preauthorization and includes concurrent clinical review, discharge planning, and member follow-up
- **Pharmacy Review:** Based on a product specific Formulary, Specialty Pharmacy Program, and includes member and provider handouts

Disease Management Programs and Case Management

- Several programs based on proactive identification of members with wellness needs, chronic disease, and complex medical requirements
- Physician management program to aid in the promotion of a "medical home base" for members with a focus on continuity of care