



PROGRAM OVERVIEW AND FREQUENTLY ASKED QUESTIONS

Welcome to Kidney Health Management (KHM). We're working with Florida Blue Medicare¹ to integrate data and evidence-based clinical expertise to help improve your Florida Blue Medicare Advantage patients' kidney health.

KHM Program Goals for Florida Blue Medicare Advantage Patients

- Improve patients' health outcomes and lower costs through early identification of patients with chronic kidney disease (CKD)
- Relieve your administrative burden by integrating clinical insights into your current kidney disease management practice workflows
- Identify the appropriate renal replacement therapy (home dialysis or transplant) for end-stage renal disease (ESRD) patients

What You Need to Know

Healthmap Solutions' (Healthmap) Provider Relationship Managers will offer you an orientation to the KHM program.

If your patient is selected for the program, Healthmap's Care Navigation team, consisting of nurses, and mental health and social services professionals, will ask for their approval to collaborate in a care management service phone call. This service will complement your patient's existing care plan to support their health care between office visits. It will also address healthy behaviors, reducing stress, reconciling medications, comorbidities, mental health, and socioeconomic barriers.

The KHM program is provided at no cost to you or your patient. Only a minimal amount of time and resources are needed each month to participate.

We've included answers to **frequently asked questions** below.

“Our partnership with Healthmap Solutions gives the National Kidney Foundation of Florida the power of data analytics to reach, identify, and manage outcomes for our Florida kidney community.”

– Savanna Lanza
Chief Executive Officer, NKFF



¹ Florida Blue and Florida Blue Medicare are Independent Licensees of the Blue Cross and Blue Shield Association



HEALTHMAP SOLUTIONS KIDNEY HEALTH MANAGEMENT

Background

Healthmap Solutions (Healthmap) is a specialty population health management company focused on progressive diseases, with a particular expertise in kidney health populations, that collaborates with primary care and specialist practices. The goal is to deliver and help implement overall population health management and individual patient care plans, including a critical medication management component that identifies and flags medication contraindications, and recommends course corrections.

What is Care Navigation?

Care Navigation is the clinical arm of Healthmap's Kidney Health Management (KHM) program acting as the day-to-day resource for the provider and their Florida Blue Medicare patients enrolled in the program. Healthmap's Care Navigators support the patient by identifying issues, monitoring interventions/care gaps, educating on their condition and treatment, and coordinating services for social determinants of health, behavioral health, and other ancillary services as determined necessary by the patients' provider. Patients approved by the provider for this service are eligible for Care Navigation.

When does the KHM program begin?

The program will start being offered May 1, 2021. Healthmap Provider Relationship Managers (PRMs) will conduct outreach to providers and their appropriate patients on or after this date.

Is there a cost for providers or Florida Blue Medicare patients to participate in the KHM program?

No, the program is available at no additional cost to you and your Florida Blue Medicare patients.

What Florida Blue Medicare patients are eligible for the KHM program?

This program is available to Florida Blue Medicare Advantage HMO and PPO patients who have, or are at risk for, chronic kidney disease (CKD). Blue Cross and Blue Shield members from plans other than Florida Blue are not eligible for the program.

Why is Florida Blue Medicare offering the KHM program?

The goal of the program is to transform traditional care delivery models to a patient-centered, high-quality model that addresses the medical needs of high-risk Florida Blue Medicare members. This could result in significant cost savings with reduction in hospitalizations, ER use, care gap closure, pharmacy, improved quality and risk scores, and member satisfaction.

How are Florida Blue Medicare patients referred to Healthmap for the KHM program?

Eligible patients are identified based on a predictive model that considers the CKD stage, comorbidities, historical costs of care, and social determinants of health.

Will providers receive information about their Florida Blue Medicare patients' participation and progress in the KHM program?

Yes, a Healthmap PRM will contact providers to ask them to collaborate in the care prior to their patients' engagement in the program.

Does the KHM program interfere with the patient-provider relationship?

No, the Healthmap team will at no time interfere with the patient-provider relationship. Experience has demonstrated that the program enhances patient satisfaction, health outcomes and the overall patient-provider relationship. Participation in the program will enable your patient to hear and act upon the medical options and care you are offering. The relationship may likely be enhanced as the Care Navigation team works with the patient between appointments to promote communication and adherence to their care plan.

Does the Healthmap Care Navigation team give advice on the medical situation or care plan?

Based on clinically appropriate and industry-accepted guidelines, patient-specific care recommendations are provided to the provider for consideration. The provider makes the decision as to whether their patient will benefit from the Healthmap program.

Does the KHM program add to a provider's workload?

As part of the orientation to Healthmap, the Provider Relationship team will review the provider's workflow and determine the preferred mode of communication. The goal of our team is to integrate into the existing workflow and prevent disruption of routine office activities and additional paperwork. Through our education and attention to the patient's CKD needs, workload for the provider and office staff may be reduced.

Will Florida Blue Medicare patients' health information be kept private/confidential?

Yes, patients' personal health information will be kept private/confidential.

Is discussing Florida Blue Medicare patient health information with Healthmap HIPAA compliant?

Yes, sharing your patients' protected health information (PHI) for quality assurance, quality improvement and accreditation activities is accepted under the HIPAA Privacy Rule (45 CFR 164). Our relationship with Healthmap is compliant with HIPAA Privacy obligations, and Florida Blue Medicare has executed a HIPAA-compliant business associate agreement with Healthmap to deliver the KHM program, which requires access to our member's PHI.

How can providers learn more about this KHM program?

To learn more about this program, providers can call the Healthmap Provider Assistance Line at 1-800-749-5917 or email at provider.support@healthmapsolutions.com.

Where can I learn more about Healthmap?

Endorsed by the National Kidney Foundation of Florida, Healthmap is committed to improving the health of your patients through collaboration and communication with a liaison dedicated to your practice. You can find more information on Healthmap at www.healthmapsolutions.com.