



Every breathtaking moment should end like this.

My daughter loves to climb—trees, rocks, whatever she can find. Sometimes I find myself holding my breath until she's back on the ground again. But I'm proud she's so brave and strong.

I was watching her climb a tree in the yard when suddenly I had a hard time taking a breath. I began struggling to breathe. Jessie scrambled down to see what was wrong. She looked really afraid. I led her into the house, trying to stay calm. Should I call 911? Go to the ER? Then I remembered the Health Line magnet on my refrigerator.

In seconds, I was talking with an expert. She told me it was probably asthma. I had been diagnosed as a boy but hadn't had symptoms in years. She gave me some suggestions to ease my breathing. Within minutes, I had an appointment to see my doctor. That afternoon, I received a treatment to help me breathe better.

If it happens again, I'll know what to do. From now on, only Jessie's fearless climbing will take my breath away.

THE CAREWISE HEALTH EXPERIENCE

Eduardo and Jessie explore the yard

Eduardo watches Jessie climb a tree

Eduardo begins struggling to breathe

Considers calling 911 or driving to ER

Calls Health Line and nurse helps him breathe better

Goes to doctor right away and receives breathing treatment for asthma

Eduardo finds more ways to help Jessie defy gravity



A breath of fresh air

Managing employer's plan costs

.7% ongoing trend for engaged Carewise Health member vs. 24.6% for unengaged member

Improving the health of our members

- 60% decrease their body mass index (BMI)
- 70% improve their blood pressure levels
- 60% decrease their cholesterol levels
- 53% reduce their triglycerides
- 60% improve their blood sugar levels

Increasing employee satisfaction

93% of members report "good" to "high" satisfaction

Analytics for continuous improvement

You don't need to be a clinician or an actuary to understand our user-friendly reports. We mine the data to help you target new opportunities for health improvement. Key performance areas include:

- Member satisfaction
- Household utilization rates
- Information seeking by topic
- Emergency and urgent care avoidance
- Redirection to higher-level care

Carewise Health® Advocacy empowers members to make informed healthcare decisions 24/7. Advocates have a complete view of each member, including risk profiles, program participation and all the resources available to them as part of their health benefits. This 360-degree view ensures members receive a satisfying, personalized experience.

Navigating the healthcare maze

With access to an unprecedented amount of medical information, two-thirds of healthcare consumers say they feel overwhelmed by the choices available to them and confused about where to turn for guidance. Carewise Health advocates are specially trained to provide clinical triage, decision support, health education and benefits assistance. Better informed members are healthier members, which leads to lower costs for both members and employers.

Matching symptoms with the appropriate level of care

Symptom triage and self-care guidance help members with acute symptoms make well-informed decisions about their immediate healthcare needs and even avoid unnecessary emergency room services. Significant value is also gained when a nurse recommends a higher level of care when symptoms suggest urgent treatment is critical to a member's health. Staff can help members find the closest urgent or emergency resource, as well as identify a network physician for follow-up evaluation.

Weighing treatment alternatives

Members can call a nurse or use the self-serve resources on the Carewise website to evaluate the pros and cons of treatment alternatives. If experimental treatment is considered, our staff can access the most current literature available, including sites for clinical trials. This information is provided to the member in written form for their reference.

Connecting members with support services

Health advocates can directly transfer members to programs and services best suited to their unique needs and situations. This includes enrollment in special healthcare programs, guidance regarding community and national resources, and assistance using other benefits offered by their employers.

Getting the most out of benefits

Health plans can be complex. Benefit advocates are specially trained to answer benefits questions, work out billing issues, and resolve authorizations and referrals. When it is necessary, involving members in a conference call with their health plan or care provider leads to better understanding, engagement and satisfaction with the healthcare process.

Clear, integrated messaging

You can offer your employees excellent services, but if there is no way to know, identify and access what is needed, the services will be underutilized. Carewise Health provides integrated messaging that is clear, consistent and accurate. Whether through telephone or website engagement, members receive information that is pertinent to them.

Helping members make better decisions

Carewise Health Advocacy is an extension of the Carewise Nurse Line, URAC accredited since 1998. We believe that educated, well-informed members make the most appropriate healthcare decisions.



For more information, call 888-9CWHLTH (888-929-4584) or visit carewisehealth.com. Carewise Health is a provider of integrated health solutions.

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