



CONGESTIVE HEART FAILURE DISEASE MANAGEMENT PROGRAM

Sanford Health Plan has developed a disease-specific approach to the management of a member's chronic medical conditions. The emphasis of these programs is disease prevention and wellness education for targeted members and physicians to improve the overall health, wellness and quality of the member's life. The goal of the Congestive Heart Failure (CHF) Disease Management Program is to provide tools to educate our members on promoting improved health through better prevention, detection, treatment and education. These tools will facilitate understanding and consumer responsibility for their disease as well as coordination of care between the member and his/her primary care physician.

Am I eligible for the program?

Eligible members for the CHF Disease Management Program are identified as Sanford Health Plan members who have had two or more claims (any type of service) with a primary or a secondary diagnosis of CHF and a claim indicating that an ejection fraction has been evaluated. Members of all ages who meet these criteria are eligible for the program. This determination of eligible members occurs on a monthly basis.

How do I participate or notify you that I choose not to participate in the program?

Once Sanford Health Plan has identified you as an eligible member for the program, you are included on the mailing list to receive program information. You may choose to opt out, or not participate in the program by completing the Non-Participant Form that accompanies this initial mailing and returning the form to Sanford Health Plan in the enclosed postage paid envelope. Your name will then be removed from the program's mailing list and you will not be considered "enrolled" in the CHF Disease Management Program. Members who do not return the Non-Participant form are automatically considered enrolled in the program after a period of 30 days. Should you choose to remain "enrolled" in the program, your healthcare practitioner will be notified that you are participating in our CHF Disease Management Program.

What does the CHF Disease Management Program include?

As an enrolled member of the CHF Disease Management Program, you will receive educational mailings on a quarterly basis. These quarterly mailings include information on: medications, nutrition, following a treatment plan, exercise and activity, managing other chronic conditions, advance care planning and depression.

If you are identified as having one of the following risk factors, you will be considered high risk:

- do not utilize an ACE Inhibitor/ARB/beta blocker
- experience inpatient hospitalization for CHF

As a high risk member, you will receive all of the above mailings in addition to phone calls from a Quality Resource Registered Nurse once a year or more frequently as needed. The Quality Resource RN discusses medication compliance and the importance of ACE Inhibitor utilization along with other recommended practice guidelines for the management of CHF. The nurse will also send a letter to your practitioner to notify him/her that your current medication regimen does not include an ACE Inhibitor/ARB/beta blocker so that he/she may review your status and determine if an ACEI/ARB/beta blocker is needed in your particular situation.

All members of the program may contact Sanford Health Plan toll-free at 800-752-5863 or 328-6800 for any questions concerning the CHF Disease Management Program, medical benefits or other issues of concern Monday through Friday between the hours of 8 a.m. and 5 p.m. (CDT).

Confidentiality

All information given by the enrollee or designee is voluntary. Certain federal and state laws require health care practitioners to protect medical information obtained from individuals. The information we collect and send to you will be your responsibility to share with your health care practitioner.

Disclaimer

The Congestive Heart Failure Disease Management Program is an educational program that provides educational resources. It does not diagnose, advise, intervene or take the place of your caregiver. We do not guarantee that all risk and potential outcomes will be identified nor that the potential outcomes will occur. This program is meant to be a complement to the information you receive from your caregiver.