

IBX Wire

Enhanced messages

GAPS IN CARE MESSAGES (HEDIS)

Diabetes - Annual Retinal Exam

Damage to the eye caused by diabetes can be detected early to prevent vision loss. Talk to your doctor about scheduling an appt with an eye care specialist for a complete eye exam. An IBX registered nurse Health Coach is also available 24/7 to help.

Action: Call a Health Coach

Diabetes – Annual HbA1C

Hemoglobin A1C is a blood test that measures the success of diabetes treatment over 3 months. Talk to your doctor about your numbers to see how well your diabetes is being managed through diet, exercise, and/or medication. An IBX registered nurse Health Coach is also available 24/7 to help.

Action: Call a Health Coach

Diabetes – Nephropathy

People with diabetes have a higher risk of developing kidney disease. Identifying the early stages of kidney disease can help doctors adjust treatment. Talk to your doctor about how you can monitor your kidney function. An IBX registered nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Cardiac Condition – Beta Blocker Treatment

Beta-blockers are medications that slow the heart rate and reduce the heart's workload. For people who have had a heart attack, beta-blockers lower the risk of another heart attack. Follow up care is a key part of your treatment and safety. Talk to your doctor about your medication treatment after a heart attack. An IBX registered nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Cardiac Condition – Annual serum K+ or Serum Creatinine

Annual monitoring of kidney function when taking medications to control high blood pressure can help prevent kidney disease. Talk to your health care provider about the kinds of changes that should be reported to your health care team. An IBX registered nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Bone Mineral Density

A bone mineral density (BMD) test measures how much calcium and other minerals are in your bones. It helps to detect osteoporosis and can predict your risk of bone fractures. Talk to your doctor about your risk for osteoporosis and if a BMD test is appropriate for you. An IBX registered nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

ADDITIONAL HEDIS MEASURES

COPD Medication Adherence

Taking your medications as prescribed can help manage your breathing and prevent hospitalizations. Talk to your doctor about your medication treatment and refills. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

COPD Medication Reminder

This is a friendly reminder about the importance of refilling your COPD medications. Talk to your doctor about your medication treatment and refills. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Asthma Medication Adherence

By taking the prescribed asthma medications, you can prevent/control your symptoms and lessen the frequency and severity of attacks. Talk to your doctor about your medication treatment and refills. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Asthma Medication Reminder

This is a friendly reminder about the importance of refilling your asthma medications. Talk to your doctor about your medication treatment and refills. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Hypertension

A heart-healthy lifestyle can reduce blood pressure, lower your risk of a heart attack/disease, and enhance the effectiveness of blood pressure medications. Talk to your doctor to find out what measures you can take. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Immunizations

Whether they're newborns or teenagers, ensuring that your children are up-to-date on vaccines is one of the most important things you can do to keep them healthy.

Action: Get a list of recommended vaccines

NON-HEDIS CONDITION-BASED OUTREACH

Chronic Kidney Disease

Chronic kidney disease is the gradual loss of kidney function. By treating the underlying cause, it may slow the progression of the kidney damage. Talk to your doctor to discuss your kidney function and treatment options available. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Congestive Heart Failure

By making some lifestyle changes and taking your prescribed medications, you can control or lessen the risk factors associated with heart disease. Talk to your doctor about changes you can make to prevent heart problems. An IBX nurse health coach is also available 24/7 to help.

Action: Call a Health Coach

Health Coach Outreach – Member was Unable to Reach

An IBX Nurse Health Coach has been trying to reach you to let you know about the resources offered through your health plan at no additional cost. Find out what's available to better manage your health. Health Coaches are also available 24/7 for health-related questions.

Action: Call a Health Coach

CLINICAL OR UTILIZATION RELATED

ER Utilization

Did you know that you have cost-saving alternatives to the emergency room? You may visit an urgent care center if you have an illness or injury that is not life-threatening but requires immediate medical attention. For an illness or injury that is less serious, you may visit a retail health clinic.

Action: Find an urgent care center or retail clinic

ER Utilization with Telemedicine Promotion (as appropriate)

Did you know that you have cost-saving alternatives to the emergency room? You may visit an urgent care center if you have an illness or injury that is not life-threatening but requires immediate medical attention. For an illness or injury that is less serious, you may visit a retail health clinic or use your Telemedicine benefit through MD Live.

Actions: Find a Telehealth Doc

Find an urgent care center or retail clinic

Invalid PCP

Your account is missing one key thing—a primary care physician (PCP) in the Keystone Health Plan East network. It's important that you have a PCP to treat your health concerns, provide preventive care, and refer you to participating specialists when needed.

Action: Select a physician now

Nutrition Counseling – Target members with Diabetes

With good nutrition, your body functions better and has a greater ability to heal and strengthen itself. Learn how to eat right for life by visiting a registered dietitian or your physician. Your plan covers up to 6 dietitian visits a year at no cost to you.

Action: Find a provider now

Nutrition Counseling – Target members with a heart condition

With good nutrition, your body functions better and has a greater ability to heal and strengthen itself. Learn how to eat right for life by visiting a registered dietitian or your physician. Your plan covers up to 6 dietitian visits a year at no cost to you.

Action: Find a provider now

Dental benefit – Target members with diabetes

Diabetes is a disease that can affect the whole body, including your mouth. Proper dental care, a benefit included in your plan, can help control the risk of oral health problems.

Action: Find a dentist

Dental benefit – Target members with a heart condition

Cardiac conditions can affect the whole body, including your mouth. Proper dental care, a benefit included in your plan, can help control the risk of oral health problems.

Action: Find a dentist

Discharge Follow Up

We offer Health Coach support 24/7 from Registered Nurses who can help you understand your discharge instructions, review your medications, and help you prepare for follow up physician visits. Once you are home, be sure to fill your prescriptions and schedule a doctor's appointment ASAP.

Action: Call a Health Coach

Generic Substitution for Brand Name Drug

You can lower your prescription drug costs by filling your prescriptions with a generic medication. Generic drugs are safe, effective, and lower-cost alternatives to brand-name drugs. Consult with your doctor to see if the generic equivalent is right for you.

Action: Find a generic equivalent

Note: Enhanced messages are sent to "Wired" members, as eligible by the criteria defined for each message, and are limited to the first two messages scheduled per month to control frequency.