

Wyoming Healthy Together!

Total Population Health Management Program

“I referred one of my patients who had multiple chronic illnesses. She has improved her health status by losing weight, she stopped smoking, and as a result, has improved her blood pressure. My patients get added support from working with their health coach.”

— Dr. Ronald Malm,
University of Wyoming
Family Practice



Program Overview

- Serves nearly 80,000 Wyoming EqualityCare (Medicaid) participants statewide annually
- Provides health and wellness services for all program members, and coordinates care management services for those with severe illness or disease, to decrease preventable, costly complications of chronic disease
- Reduces state expenditures by improving quality of care and promoting behavior that leads to better health

Measurable Results

- **24% reduction in Medicaid inpatient hospital utilization**
- **11% reduction in emergency room visits for members with asthma**
- 52% increase in percentage of members who have received a HbA1c diabetes test
- 53% increase in percentage of members with at least one prescription for a lipid-lowering agent (statin, niacin, fibric acid or ezetimibe)
- 25% increase in percentage of members with asthma, COPD, heart disease or diabetes who have received a flu shot

Greater Member Engagement and Satisfaction

- Increased member engagement rate from 25% to more than 60% over 24 months
- 96% member satisfaction ranking for overall program quality

Expanded Monitoring for Chronically-Ill

- Increased the number of Health Buddies to 78 — these remote telemedicine monitoring devices are plugged into a member’s home phone line to collect vital signs, symptomatic and behavioral data from high-risk, chronically-ill members on a daily basis (for ongoing care needs analysis by Health Coach and relay to treating physicians as necessary)

New Provider Program to Increase Field Referrals

- Launched Pay-for-Participation program that encourages providers to offer preventive screenings and services to their Medicaid clients, particularly those with chronic illness
- To date: over 100 participating clinics and more than 1,400 referrals to the *Healthy Together!* program

New Quality Clinical Guidelines

- Implemented 10 new quality clinical guidelines that have positively impacted patient outcomes and cost of care for Wyoming EqualityCare clients