



**Heart Failure Program  
Disease Management Provider Guide**  
Updated 1/2011

**Program Description**

Disease Management (DM) refers to programs and services that support health care delivery for the chronically ill patient population. DM programs target a wide range of chronic conditions, such as heart failure, diabetes and chronic kidney disease. Successful DM programs lower net healthcare costs, improve clinical quality, and improve disease-specific utilization.

UCare's Heart Failure (HF) programs are a multi-disciplinary continuum-based approach to improve the health of members with Heart Failure by:

- supporting the primary care provider (PCP) – patient relationship and place of care,
- emphasizing prevention of exacerbations and complications utilizing cost effective evidence-based practice, and patient empowerment strategies such as health coaching, self-management, member education, and member & provider reminder systems
- evaluating the clinical, humanistic, and economic outcomes with the goal of improving overall health.

**Program Design**

Eligible members participate in 1 of 2 programs: Health Journey -Healthy Hearts or Cardiocom.

Health Journey - Healthy Hearts is for members identified as low-risk by UCare. Program members receive health coaching, HF education and a bathroom scale and/or other management tools as needed. This program is managed by UCare's DM staff.

Cardiocom is for members identified as high-risk by UCare. Program members receive daily biometric monitoring via Telescale<sup>®</sup>, "a talking scale", and telephonic nurse support. The CareStar<sup>®</sup> (a symptom monitoring device) is available for non-weight bearing members. Members in this program are managed by vendor-partner Cardiocom.

**Goal**

The overall goal of UCare's HF programs is to provide guideline-based care for HF members, primarily by encouraging symptom and weight monitoring in order to prevent

future emergency department (ED) and/or hospital admissions (IP). Through the utilization of health coaching and education the certified nurse health coach helps the member achieve individualized goals that focus on condition monitoring, self-management or other lifestyle changes.

## **Identifying & Referring Members**

Using claims-based data, ER/IP admission notification reports and modeled after ICSI's (Institute of Clinical Systems Improvement) Heart Failure Registry specifications, UCare generates a report of members eligible for program participation.

In addition to claims identification, health care providers or clinic staff may refer appropriate patients to be considered for the program at any time using the [Enrollment Form](#).

## **Program Eligibility**

### ***Health Journey - Healthy Hearts***

Members with heart failure eligible for this program include:

Members 18 & older who are weight-bearing.

Members in any UCare product except Select and MSHO.

Members with = Less than 2 ED/IP events for heart failure in the last 15 months.

NYHA Class I/II: No/slight limitation of physical activity.

### ***Cardiocom***

Members with heart failure eligible for this program include:

- Members 18 & older regardless of weight-bearing status.
- Members in any UCare product except Select.
- Members with = >2 ED/IP events for heart failure in the last 15 months.
- Members with implanted cardiac device
- NYHA Class III/IV: Moderate/severe limitation of physical activity.

### **Exclusions:**

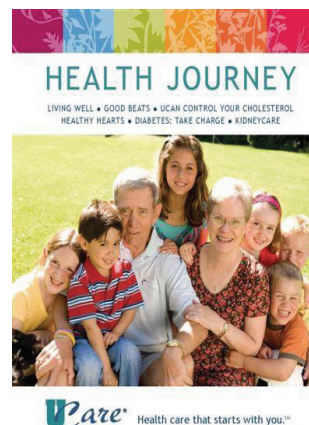
Members with the following services or conditions are not eligible to participate in either program:

- Those receiving hospice services.
- Those receiving dialysis or with diagnosis of ESRD.
- Institutionalized status.
- Those with a history of chronic noncompliance should be carefully evaluated to determine eligibility.

## Health Journey – Healthy Hearts

### **Program Basics**

Members enrolled in the Healthy Hearts program are contacted by UCare’s Complex Care Nurse. They must choose to participate and may opt-out of the program at any time. Program participants receive an assessment, health coaching by a certified health coach, educational materials, self management tools such as a bathroom scale, if needed, and periodic condition monitoring.



Members also receive a bi-annual mailing of the Healthy Heart Herald Newsletter. This newsletter is produced by UCare and covers a wide range of HF education topics.

### **Heart Failure Fluid Retention Action Plan**

Health Journey - Healthy Hearts program members may receive a Fluid Retention Plan. The plan is a written guide for members, allowing them to self-manage weight and symptoms at home. The tool is designed to support the provider-patient relationship as well as provide an individualized plan of care (such as weight parameters).

### **Access to UCare-based programs**

Members also have access to UCare’s Smoking Cessation Program. Depending on product, they may be eligible for UCare Health Promotion programs as well.

### **Communication with Health Care Providers**

The Complex Care Nurse communicates with the participating member’s PCP, cardiologist, and/or case manager. Providers will be notified upon program enrollment. The Complex Care Nurse works with both internal and external case management entities to address psychosocial and co-morbid medical issues.

## Cardiocom

### **Cardiocom® Telescale®**

Members enrolled in the Cardiocom program are provided with an electronic scale integrated with a simple visual and audio display. The Telescale® is placed in the member’s home to measure their weight and ask a series of symptom-based questions each day.



## Cardiocom<sup>®</sup> CareStar<sup>®</sup>

For non-weight bearing patients, the CareStar<sup>®</sup> is available as an option. As with the Telescale<sup>®</sup>, patients will use their Cardiocom CareStar<sup>®</sup> at home to answer the series of questions about their current symptoms each day. The CareStar<sup>®</sup> utilizes the same advanced scoring system as the Telescale<sup>®</sup> to identify “exception” patients who may be in need of intervention.



### Monitor

- Sturdy display integrated with scale for stability
- Simple “Yes” / “No” questions
- Very bright, large character display
- Spoken questions
- English, Spanish and Hmong languages available
- Large keypad
- Braille keys

### Scale

- Consistent and accurate weight measurement ( $\pm 0.1$  lbs.)
- 500 lb. maximum weight capacity
- Designed for hard surface or carpet
- Provides daily motivational feedback to patient, including current weight, variance from previous weight, and maximum allowed weight to guide self-management.

### Program Basics

Each morning, program members use the Cardiocom Telescale<sup>®</sup> or CareStar<sup>®</sup> at home to measure their weight and/or answer symptom-based questions. This is referred to as a daily “Health Check”. The Telescale<sup>®</sup> provides instant feedback to the member about their current weight, variance from previous weight, and maximum allowed weight. Weight parameters may be customized to the provider’s specifications. The Health Check is automatically transmitted over the member’s telephone line directly to a nurse at Cardiocom.

If indicated, the Cardiocom nurse calls the member to verify the reported weight and/or symptoms and gather additional relevant information. If there is a weight or symptom fluctuation outside of the set parameters, a detailed [Exception Report](#) is faxed to the provider’s clinic. The provider is then able to determine the best course of treatment.

- Providers will only receive Exception Reports when the weights or symptoms fall outside the established parameters. Providers may also request symptom and weight

updates on members who are unstable, have recently been hospitalized, are undergoing medication titration or have a routine office visit scheduled. To request a report, call the Cardiocom nurse at **1-800-518-1854**.

## **Enrollment**

During the enrollment process, the Cardiocom nurse will work with the member and provider's office to obtain:

- Current medications.
- Key co-morbidities.
- EF% and NYHA class.
- Patient's Maximum Allowed Weight (Dry Weight), Trended Weight (X lbs in Ydays), and Minimum Weight.
- Sodium and fluid restrictions.

## **Daily Monitoring**

- Members are instructed to weigh in each day by 10 a.m. Exception reports will be faxed or phoned into the clinic during regular business hours between 8 a.m. and 5 p.m. Central Standard Time (CST), Monday through Friday. Members are advised that if their weight or symptoms increase after hours or during the weekend, to contact their provider's office for after-hours-care instructions.
- Members are also advised that the HF program does not take the place of their health care provider and the program is not intended to be an emergency service. They are encouraged to continue regular follow-up with their provider and to contact their clinics or 911 with any urgent concerns.
- Cardiocom's normal office hours are between 8 a.m. and 5 p.m. CST, Monday through Friday. Cardiocom's after-hours phone line is monitored 24-hours-a-day, and calls will be returned as soon as possible.

## **Reports**

In addition to Exception Reports, a periodic summary of members' weight and symptom information may be faxed to the provider upon request. Available reports include: 21-day weight, symptom and hospitalization summary or Summary of symptoms and weight to date. Clinic groups may choose to receive aggregate reports that outline:

- Hospital admissions.
- ED admissions.
- Reported symptoms.
- Weight variations.

A provider may choose not to receive any additional reports if preferred.

## Contact Cardiocom

Cardiocom representatives are available from 8 a.m. to 5 p.m., Monday through Friday CST at: **Toll Free Telephone: 1-800-518-1854; Fax: 1-800-215-2281**

## Additional Information

For more information about Cardiocom, please refer to the following links:

[Frequently Asked Questions](#)

[Sample Exception Report](#)

[Enrollment Form](#)

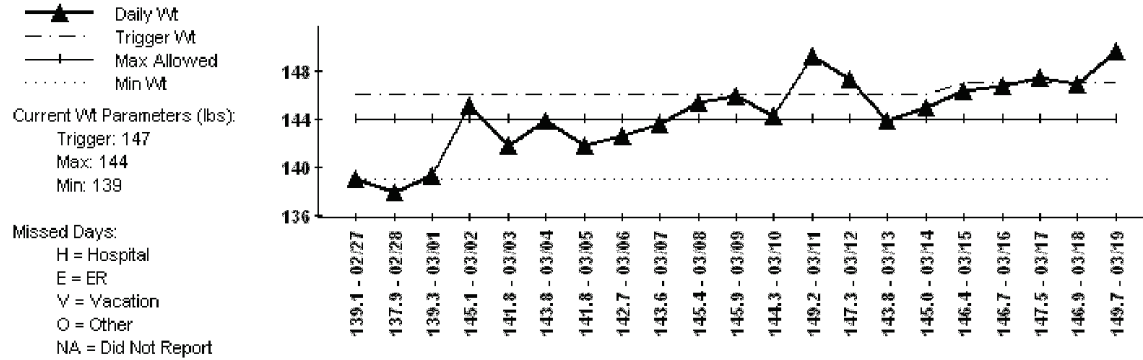
## Exception Report Sample

- Patient's Demographic information
- Weight fluctuation within the last 21 days
- Reported symptoms within the last 21 days
- Medication Summary
- Cardiocom's narrative summary

**Smith, Richard**

<b>Patient ID</b>	104658456	<b>SS Number</b>		<b>Physician</b>	James Amberg	619-644-6500
<b>Phone</b>	619-461-9999	<b>DOB</b>	1/30/1923	<b>Nurse</b>	CardioCom Nurse	1-866-246-3816

**Weight Summary**



**Symptom Detail**

Symptom	02-27	02-28	03-01	03-02	03-03	03-04	03-05	03-06	03-07	03-08	03-09	03-10	03-11	03-12	03-13	03-14	03-15	03-16	03-17	03-18	03-19	
Coughing More Than Usual																						
Cough Is Different Today																						
Ankles Or Feet More Swollen																						
Stomach Feels More Bloating																						
Urinating Less Than Usual																						
More Tired Than Usual	●					●														●	●	
Missed Exercise Yesterday		●	●	●	●	●	●													●	●	●

**A Note From Your Health Care Provider**

Patient has gained 5.9 pounds in one week. Reporting increased heart failure symptoms. Please contact patient directly with any medication or treatment plan changes.

## Frequently Asked Questions

**Q:** *Is there any charge to the patient?*

**A:** No, there is absolutely no charge to the patient.

**Q:** *Does the patient need an additional telephone line?*

**A:** No, the patient does not need an additional telephone line. All required cords and adapters are provided by Cardiocom. It takes less than 30 seconds for the Telescale® to transmit your patient's data.

**Q:** *How long does it take for the patient to use the Cardiocom Telescale® each day?*

**A:** It takes just a few minutes each day for the patient to use the Telescale®.

**Q:** *Can visually or hearing impaired patients participate in the program?*

**A:** Yes, the Telescale® both speaks and displays all questions for the patient.

**Q:** *Can the patient travel with the Cardiocom Telescale®?*

**A:** Yes. The Telescale® will automatically transmit the patient's Health Check to the toll-free number at Cardiocom. The Telescale® folds for travel.

**Q:** *What is the maximum weight the Cardiocom Telescale® can support?*

**A:** The Telescale® can support a maximum weight of 500 lbs.

**Q:** *What prevents other family members from using the Cardiocom Telescale®?*

**A:** Any person who weighs 10% more or less than the patient's current weight will not be allowed to take the Health Check. Their data will not be transmitted to UCare.