

CAN MEDICAID SPENDING
BE **SUSTAINED** IN TODAY'S CLIMATE?

May
M

Honesty

May S. Hunter

We think so.

Laurie Hinsa

S. Hunter

Laurie Hinsa

Ron J. Hays

May
M

Introducing eQ and A.

Simple answers to the hardest questions facing state Medicaid programs.

In today's uncertain health care environment, sustainability is the key. Medicaid agencies and state leaders are challenged to find ways to ensure services while costs continue to escalate. Thus, it is crucial that Medicaid officials be able to both predict and control costs.

Care coordination will help achieve this. Moreover, while care coordination will help Medicaid save money, eQHealth Solution's unique system will also help agencies ensure that recipients get the care needed to improve their health.

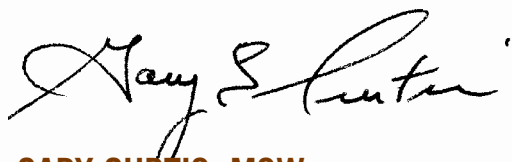
That's because we take a more holistic or comprehensive approach that saves money while building increased satisfaction among beneficiaries, providers and the community at large. This means better predictability and effectiveness of your Medicaid program.

CAN THE CURRENT HEALTHCARE
SYSTEM BE **FIXED?**

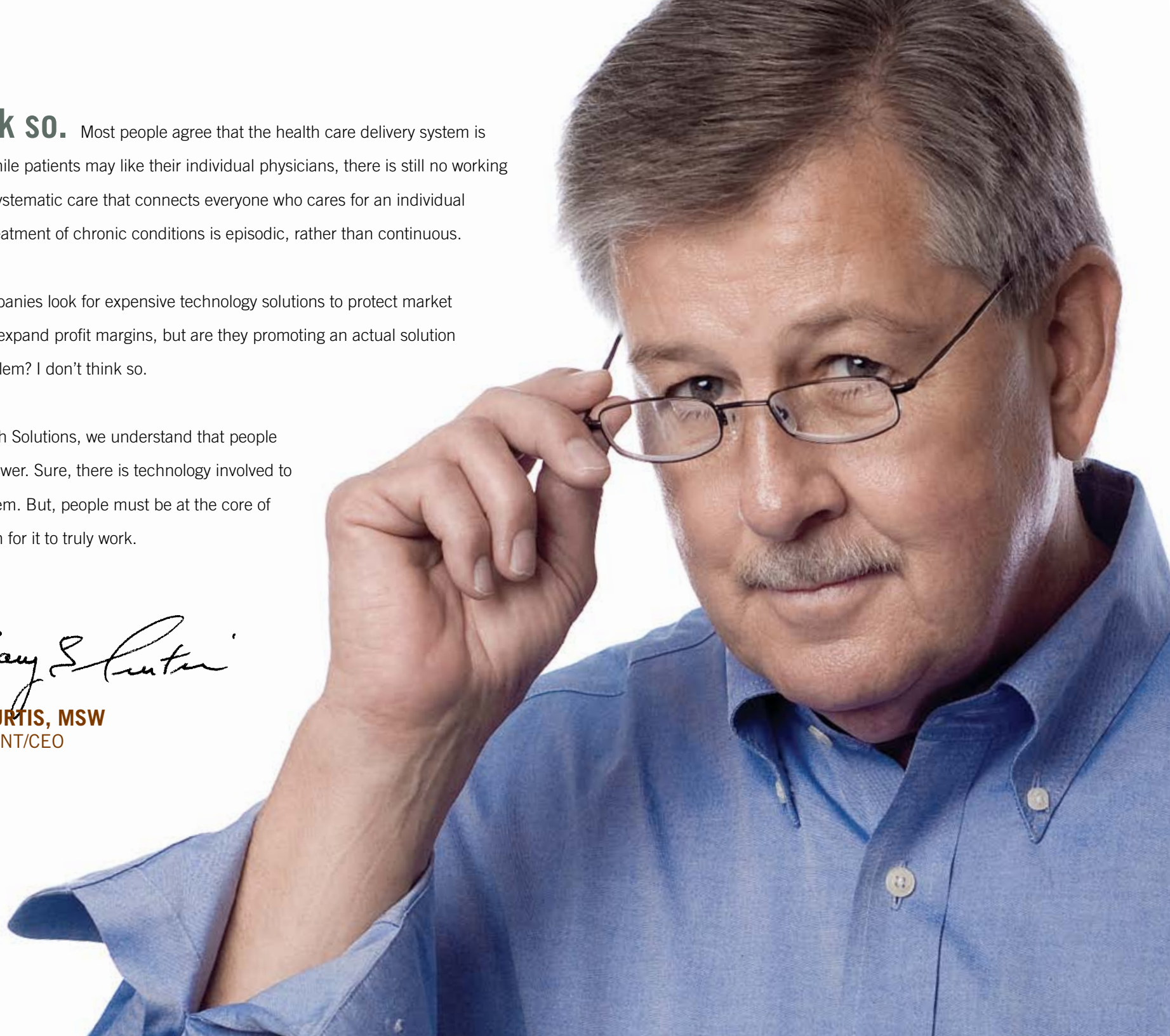
I think so. Most people agree that the health care delivery system is broken. While patients may like their individual physicians, there is still no working model of systematic care that connects everyone who cares for an individual patient. Treatment of chronic conditions is episodic, rather than continuous.

Other companies look for expensive technology solutions to protect market share and expand profit margins, but are they promoting an actual solution to the problem? I don't think so.

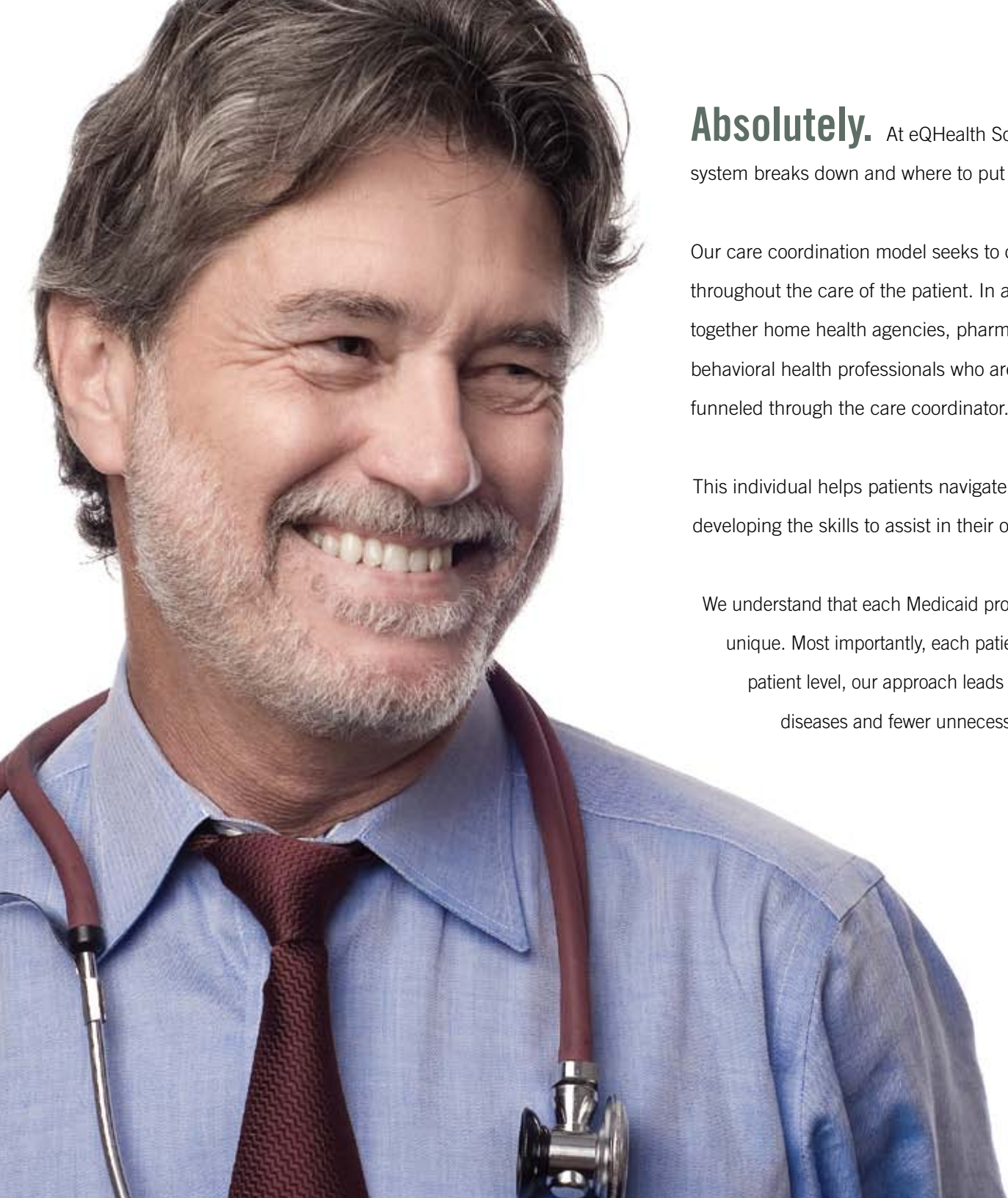
At eQHealth Solutions, we understand that people are the answer. Sure, there is technology involved to support them. But, people must be at the core of the solution for it to truly work.



GARY CURTIS, MSW
PRESIDENT/CEO



CAN THE eQ SYSTEM REALLY
IMPROVE THE **QUALITY** OF CARE TO
LOWER UTILIZATION AND COSTS?



Absolutely. At eQHealth Solutions, we understand where the care delivery system breaks down and where to put the resources to fix it while also reducing costs.

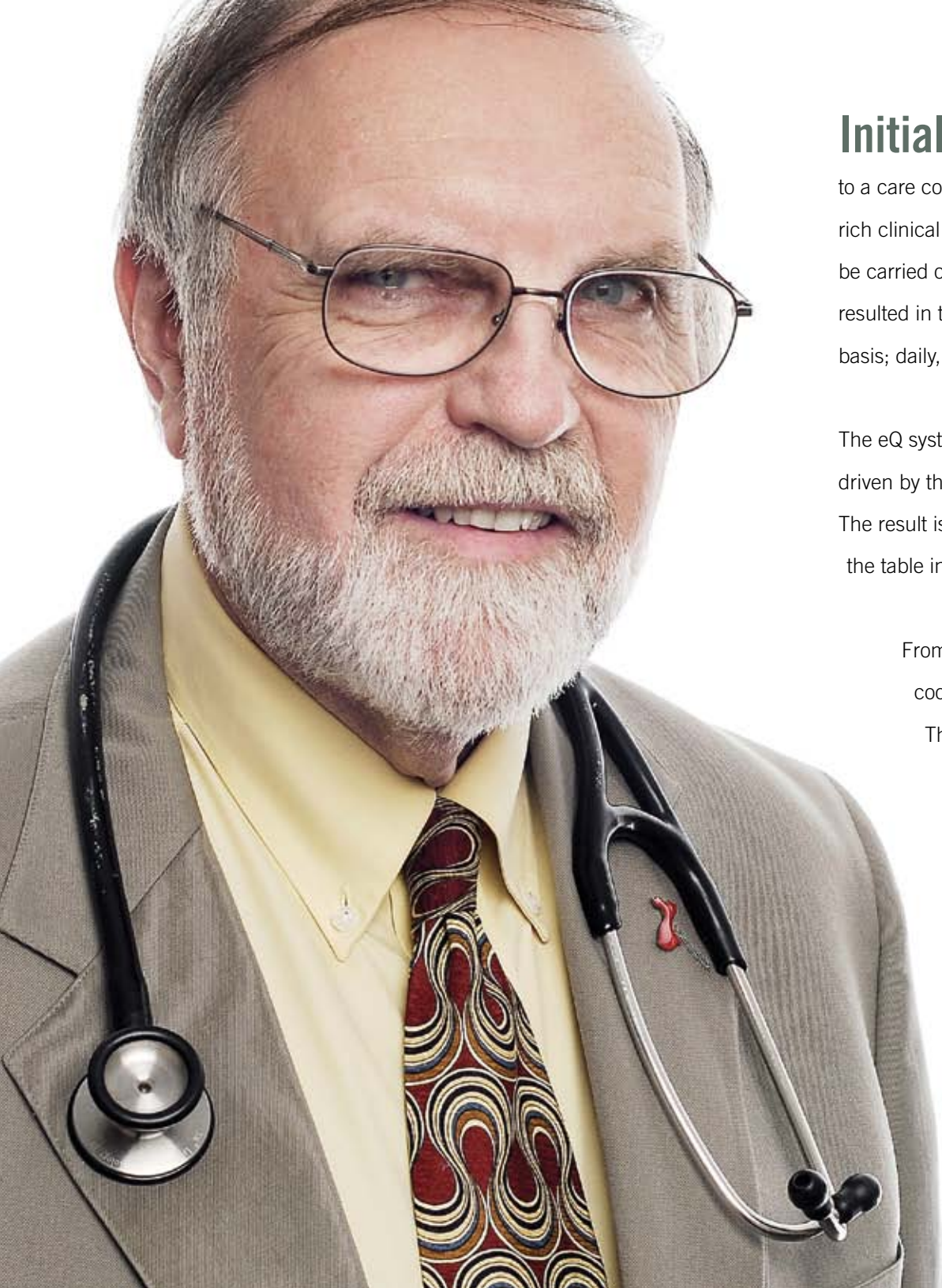
Our care coordination model seeks to continuously project the physician's presence throughout the care of the patient. In addition to the primary care physician, we bring together home health agencies, pharmacists, rehabilitation professionals and even behavioral health professionals who are involved in the patient's care, all whose efforts are funneled through the care coordinator.

This individual helps patients navigate the many parts of the health care network while developing the skills to assist in their own care.

We understand that each Medicaid program is different and the communities they serve are unique. Most importantly, each patient is also unique. But, by working hand-in-hand at the patient level, our approach leads to faster recoveries, reduced costs, less recurrence of diseases and fewer unnecessary readmissions. This is the eQ model.

RON RITCHEY, M.D., MBA
CORPORATE MEDICAL DIRECTOR

WON'T DOCTORS GET NERVOUS
WHEN OTHERS GET INVOLVED IN
THE **CARE** OF THEIR PATIENT?



Initially, my colleagues were resistant

to a care coordination model. But, eQHealth showed local physicians how a rich clinical dialogue between everyone involved in the patient's care could be carried on through the care coordinator. It was these conversations that resulted in the extension of our expertise directly to the patient on a regular basis; daily, if needed.

The eQ system is designed to support physicians, while at the same time, being driven by the needs of the patients to ensure a total package of care. The result is systematic care, not episodic. Only eQHealth brings this solution to the table in a comprehensive, people-based model.

From my perspective, knowing that my patients are talking to their care coordinator gives me confidence they are following their treatment plan.

This approach truly fosters a culture of change.

A handwritten signature in black ink that reads "Trent James". The signature is fluid and cursive, with a long horizontal stroke at the end.

TRENT JAMES, M.D.

eQHEALTH SOLUTIONS PRIMARY CARE PHYSICIAN
AND ASSOCIATE MEDICAL DIRECTOR

WHAT IS SO **DIFFERENT** ABOUT THE
eQ CARE COORDINATION SYSTEM?

It's built around people. And perspective.

In a few words, it's a team of physicians and other professionals interacting with patients, earlier in the treatment process and over a longer period of time, building trust to deliver a more holistic program of care.

At the center of this system is the care coordinator who guides the patient through the health care system. They develop close relationships with patients to encourage behavioral changes, collaborate with providers to ensure a high quality of care, and utilize our advanced software solution to effectively manage the entire process.

Our unique approach is more personally intense and provides a wider approach to care. We offer a high nurse-to-patient ratio, which means more personal contact and improved effectiveness. To address behavioral and psychological issues, as well as clinical issues, we combine both a cultural and spiritual approach. The result is better and faster outcomes.

Our system supports the physicians while responding to patient needs. We put the primary care doctor at the forefront, and then connect them to the right information, at the right time, to use to make better decisions.



Laurie Robinson, R.N.
QUALITY IMPROVEMENT DIRECTOR



EXACTLY HOW WILL THE eQ SYSTEM
HELP ACHIEVE **SUSTAINABILITY**
FOR MEDICAID PROGRAMS?

By identifying high cost recipients and getting them the appropriate care and follow up, care coordination helps lower costs.

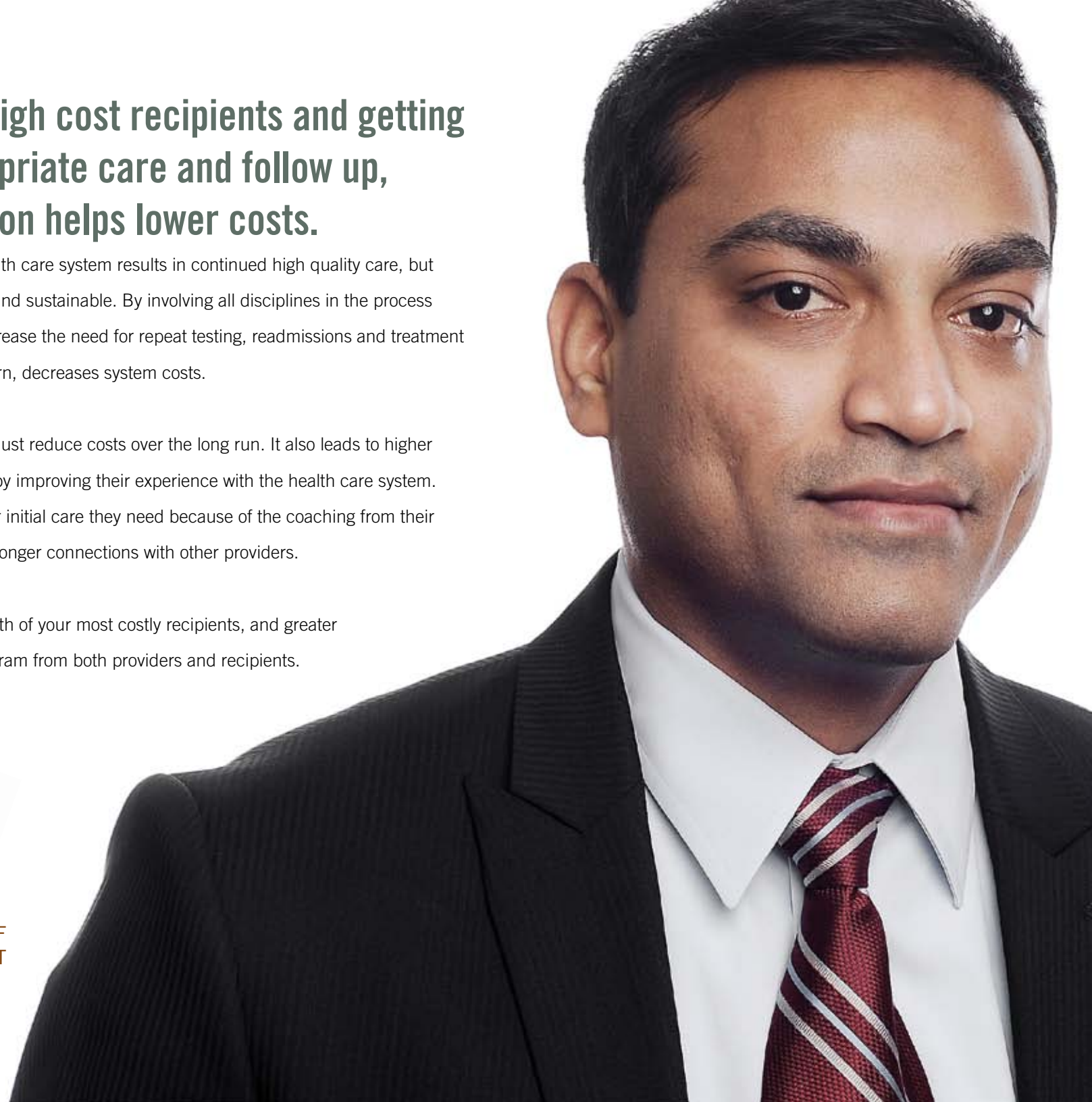
This change to the current health care system results in continued high quality care, but in a manner that is affordable and sustainable. By involving all disciplines in the process concurrently, we're able to decrease the need for repeat testing, readmissions and treatment plan modifications which, in turn, decreases system costs.

Our approach does more than just reduce costs over the long run. It also leads to higher satisfaction rates of recipients by improving their experience with the health care system. Patients not only get the proper initial care they need because of the coaching from their care coordinator, they make stronger connections with other providers.

This leads to better overall health of your most costly recipients, and greater satisfaction with Medicaid program from both providers and recipients.



MAYUR YERMANENI
CORPORATE DIRECTOR OF
BUSINESS DEVELOPMENT



about eqhealth solutions

eQHealth Solutions is a trusted business partner for Medicaid agencies and Centers for Medicare & Medicaid Services (CMS). Founded in 1986, we have a proven track record of medical management across an array of federal and state health care contracts.

The eQ care coordination program is the result of our nationally recognized care transition experience combined with our considerable utilization review success. Rooted in a philosophy of more direct patient contact, the eQ approach leads to better outcomes.

Our depth of experience working in the government contract arena means that we understand accountability, detail and reporting. We can have services on line within thirty days of contracting. We also offer performance guarantees that ensure you will have a successful program from the outset. Our communications methods are second to none in keeping clients well informed and up to date.

As a CMS designated quality improvement organization (QIO), we are a trusted business partner, guaranteeing best practices to our clients across the continuum of care.

To find out how eQHealth Solutions can help your organization, contact us at **(225) 926-6353** or visit us at **eQHealthSolutions.org**.







eqhealthsolutions.org