Create a healthier workforce
No one brings it all together like we do.

You know the impact that financing employee health benefits has had on your budget. But what about the total financial impact of your employees’ health on your bottom line?

Optimal employee health is critical to maximizing productivity, creativity, engagement, and retention. On the flip side, failure to meaningfully address employee health will cost your organization through absenteeism, disability, and workers’ compensation claims. And presenteeism—when an employee comes to work in spite of being too sick, stressed, or distracted to work—has actually surpassed the costs of absenteeism in the workplace.*

Group Health’s Population Health Management approach offers a comprehensive, personalized suite of programs that help individuals achieve their goals for better health and helps you maximize the economic value of a high-performing workforce.

An investment in people that will pay off for you

Our integrated approach to employee health engagement brings together an award-winning medical group, leading-edge online services, comprehensive care management, a range of wellness programs, and more. That integration means better coordination and service for your employees and more robust, insightful reporting for you.

Each program is based on the best available medical, behavioral, and motivational science, designed with Group Health physician leaders and researchers. We’ve spent months (and sometimes years) evaluating and selecting program partners like RedBrick Health, so we’re confident we’re offering proven, effective solutions.

To start your program, contact your producer or Group Health sales representative directly, or call our Sales Department at 1-800-542-6312.

Partnering with you for a healthier workforce

Group Health will work with you to design a customized, results-driven program that will prevent and manage health issues and increase employee vitality and productivity. A dedicated consultant will:

- Evaluate your employee mix, health goals, and budget to customize a program that’s right for you.
- Provide a Wellness Guidebook, with everything you need for an effective start-up program.
- Analyze your claims and health care utilization.
- Provide ongoing consulting and reporting.
- Advise on next steps to improve health and appropriate use of care.

All reporting includes data about care, not just claims. It’s something that no other carrier or vendor in our service area can offer because of our unique care-and-coverage model.

Customized engagement for each employee

While it may be called population health management, it’s all about giving employees and covered dependents the individual support they need to get actively involved in their health. Our systematic approach continuously looks at the health risks found in your population, identifies gaps in care or support, engages employees to close those gaps, and then measures the outcomes.

Some of these engagement tactics include:

- Online health risk assessment (paper Health Profile in English and Spanish).
- Preventive care reminders.
- Wellness programs featuring RedBrick Health’s dynamic technology.
- Support for employees with high-risk chronic or complex conditions.
- Leading tobacco cessation program in the country.
- Workplace health fairs and workshops, including biometric screenings.
- Health education programs.

Once your program has been designed, your Group Health consultant will help you build leadership support, create incentives, and drive participation in activities.

This is your chance to find a better way for improving the health and productivity of your employees. Choose Group Health and you’ll have a partner committed to lowering your total cost of care.
An effective wellness program should be tailored to your organization’s needs. Group Health Wellness Solution is an extensive collection of health tools and services to help you address the needs of your entire employee population—Group Health members and nonmembers alike. With different programs and add-on services available, including innovative online programs through RedBrick Health, you can customize your Wellness Solution package to fit your company’s health goals and your budget. And you can modify your program as your company grows and changes.

**Our Wellness Solution for Group Health members**

Our members package is yours with no added fee. It includes a combination of services and support for all your employees who are Group Health members. Here’s what you get:

**Health Profile risk assessment**

This personalized health questionnaire and report provides our members with a confidential, detailed evaluation of their health status. It’s available online or in paper format in English and Spanish, and lets an employee know where they’re doing well and where they can use a little help.

If at least 50 Health Profiles are completed, you’ll receive an aggregate, population-specific report that gives you more insight into the health of your employees and what health issues should be targeted for improvement.

Additionally, through the Health Profile completion, members that have “high risk” assessments of six chronic diseases receive immediate outreach from Group Health primary care teams or from Group Health Complex Case Management nurses, depending on where they get their care.

**Support for quitting tobacco**

The Quit for Life® Program is the nation’s leading tobacco cessation counseling program, with a 48 percent quit rate* and a 95 percent participant satisfaction rate. Program options include online tools and one-on-one telephone-based counseling sessions. Medication, when appropriate, may also be prescribed.

*Quit rates based on program enrollees who respond to the six-month outcome survey, 2014.

**Ways to stay fit and active**

For an added incentive to get fit, eligible employees can take advantage of discounts for more than 10,000 fitness centers nationwide, plus savings on exercise equipment and videos. A variety of nutrition and weight management programs are also available for a discounted rate including:

- Jenny Craig
- Nutrisystem
- PowerUp (for women)
- ManUp (for men)
- Kurbo (for kids, teens and families)
- Diet-to-Go

**Return on investment**

Medical costs fall by about $3.27 for every dollar spent on wellness programs, and absenteeism costs fall by about $2.73 for every dollar spent.

Boost wellness engagement for all employees

Wellness Solution packages for your entire staff—Group Health membership not required—is an effective, cost-conscious way to take your wellness program to the next level. Our all-inclusive worksite wellness program provides exceptional engagement and return on your investment. The difference behind its success is Group Health’s expertise in worksite wellness approaches, combined with RedBrick Health’s technology platform. We blend clinical and behavioral insight, social and online games, and powerful data analytics to drive healthy behaviors and better outcomes. Through a choice of wellness packages that includes the addition of onsite services, you can enjoy the advantages of wide-ranging, action-oriented programs.

Some of the enhanced services you’ll receive include:

- Interactive health assessment and personalized recommendations.
- Individualized health action plans.
- Device and smartphone application integration.
- Team challenges using social media.
- Worksite health fairs, including mini-screenings for biometrics.
- Reporting that links engagement with results.

Further support available for groups of 100 or more employees includes reporting that takes a deeper dive into the health activity and utilization of services by your staff. Plus in-depth consulting with ongoing telephone sessions.

Add-ons for even better results

You can also purchase an array of add-ons to help guarantee long-term positive outcomes for a healthier organization. Among them are:

- Comprehensive biometric screening events.
- Onsite workshops on a variety of health topics.
- Custom projects and consulting.
- Single sign-on.

* Mobile App of the Year, 2011 TechFlash Newsmaker Awards.
Group Health’s care management programs for members are an integral part of our coordinated care support provided outside the exam room. Whether your employees have occasional symptoms in the middle of the night or chronic and complex conditions requiring ongoing monitoring, we have health professionals on call to help.

**Nursing advice whenever, wherever you need it**
Group Health’s Consulting Nurse Service provides phone-based nursing advice 24 hours a day, 7 days a week to all Group Health members. Services include triage for acute and chronic care needs, care coordination, and self-care advice. A physician is also on staff 24/7 to provide real-time consultation.

**Special help for complex health needs**
Group Health registered nurses provide phone-based, short-term, focused interventions for employees or covered family members who have chronic or acute conditions that are complex in nature. The overall goals of this service are to:

- Improve an employee’s ability to manage their health issues, care and medications.
- Help employees connect with resources to meet their needs.
- Increase health-promoting behaviors.
- Engage employees in shared decision making so their treatment choices reflect their needs and preferences.
- Improve financial savings for both employees and employers.
- Access the right specialty care for employees with multiple conditions.

**Support for transitions between care settings**
Group Health provides a cross-functional team that engages hospital, care management, skilled nursing facility, and other staff to support our patients during and following a hospital stay. This team ensures that patients are transitioned from one care setting to another efficiently and with compassion. Group Health’s approach to transition management puts patient safety and quality of care first, while also striving to give you the best possible value for your health care dollars. Transition management services include:

- Intensive discharge planning and transition coaching for hospitalized patients with complex needs to help prevent readmissions.
- Post-hospital follow-up care.
- Access to alternative care settings, such as skilled nursing facilities or supported home recovery.

**Helping employees manage chronic conditions**
Disease management often starts with a letter from Group Health advising members with certain conditions—such as diabetes, asthma, and congestive heart failure—of their risk factors. Patients can then self-refer for assistance in managing their disease. Group Health nurses reach out by phone to offer personal education, and advice to help patients make positive changes in their health, improve their quality of life, and understand how to navigate the health system. At our medical clinics, primary care teams follow evidence-based disease management protocols to keep these patients as healthy as possible.

**Reviewing services for medical necessity**
Using a stringent monitoring process, our utilization review team checks to see that employees are receiving appropriate care. The program is staffed by physicians, nurses, psychiatrists, psychologists, and pharmacists, and follows standards set by the Employee Retirement Income Security Act (ERISA), the National Committee for Quality Assurance (NCQA), and applicable state and federal laws. Decisions are based on scientific medical evidence, and the process—and decisions made—are evaluated annually.

Services reviewed for medical necessity include hospital and skilled nursing facility stays, use of durable medical equipment, specific high-dollar procedures and services, behavioral health services, and use of certain medications.
ADDITIONAL SUPPORT

Decision aids help employees make smarter treatment decisions

With some medical conditions, employees have to weigh the risks and benefits of various treatment options. It’s important for your employees to feel they have all the information they need to make a decision they’re comfortable with, and that they know what results to expect.

Group Health plan members are offered educational materials—DVDs, Web-based videos, and booklets—on 13 health conditions, including back pain, hip and knee osteoarthritis, and enlarged prostate. Patients using the aids have reported that they helped them better understand treatment alternatives and have a more informed conversation with their doctor.

In addition to boosting patient satisfaction, decision aids contribute to more conservative choices and a lower cost of care. A six-month study at Group Health that was published in Health Affairs (2012, vol. 31, no. 9) showed a 26 percent reduction in hip replacement surgery and a 38 percent reduction in knee replacement surgery.

Medication management to support drug therapy adherence

Non-adherence to medication regimens is a major contributor to hospital admission and readmission rates. That’s why Group Health pharmacists are deeply involved in our population health management program, whether it’s doing medication reviews for members who take multiple medications, serving on clinical teams at Group Health Medical Centers, or scrutinizing drug research before a medication is added to our formulary.

Our pharmaceutical guidelines are based on one of the most rigorous evidence-based reviews in health care. This process has protected our members from drugs later proven unsafe and pulled from the market. It also has allowed us to quickly approve beneficial new drugs and institute their use across our entire member population.

Our Mail-Order Pharmacy is particularly helpful to plan members with chronic conditions who can get refills by phone, by fax, or by ordering online, and have them mailed to their home at no additional cost.

Employees who get their care at Group Health Medical Centers enjoy even more support. Our electronic medical records flag potential drug interactions, side effects, and adherence issues before employees leave the doctor’s office. Our clinic pharmacies have immediate access to the same electronic information, so errors from handwritten prescriptions are eliminated. For employees who face special medication challenges because of high-cost complex conditions, specialty pharmacists provide counseling and monitoring to improve compliance and adherence.

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Work-related screenings, tests, and preventive care

Group Health Occupational Health Services is a great resource for you and your employees, and it’s available to everyone—not just Group Health members. Services listed here—plus worker injury care—are provided at 12 Group Health Medical Centers locations. They are staffed with providers who are part of the Washington State Department of Labor & Industries’ Medical Provider Network.

For more information about Group Health Occupational Health Services, please call us toll-free at 1-866-967-9675.

MEDICAL SCREENING SERVICES
Drug and alcohol testing
Immunizations
Travel medicine

EMPLOYMENT EXAMS:
Post-offer
Return-to-work
Commercial driver’s license (CDL/DOT)
Firefighter
Respiratory clearance online questionnaire
Law enforcement officer

Vivarium
Emergency medical response
Hazardous waste exposure
Asbestos exposure
Lead exposure
Other heavy metal screenings
Federal Aviation Administration (FAA)
Instant drug testing
Medical review officer (MRO)
Random selection service
REQUEST A QUOTE

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