

CADR<sup>plus</sup>

July 2012

CADR<sup>PLUS</sup>



aetna<sup>SM</sup>



## **BENEFITS TO EMPLOYERS**

- Lower Annual Healthcare Costs
- Greatly Improved Care Access
- Reduce Absenteeism / Presenteeism
- Improve Productivity
- An Alternative for Nurse Help Line
- Increase Healthcare Self Management
- Substantial, Highly Convenient Benefit to Employees



# TELEMEDICINE TECHNOLOGY PLATFORM

The image displays the CADR+plus telemicine technology platform across three devices: a desktop monitor, a laptop, and a smartphone. The desktop monitor shows a "My Personal Health Manager" interface with a "Member Portal" banner. The laptop shows a "Doctor Portal" interface. The smartphone shows a "My Consult Center" interface with a "CONSULT BY:" section listing various consultation methods and their associated costs.

**CONSULT BY:**

- Phone
- Secure E-mail
- Video
- Mobile App

**My Consult Center**

What Type of Consultation Do You Need?

- Consult A Doctor By Phone \$10<sup>00</sup>
- On Call \$120<sup>00</sup>
- Priority \$20<sup>00</sup>
- By Appointment \$20<sup>00</sup>
- Consult A Doctor By Secure Email \$10<sup>00</sup>
- E-Consult

## 50 STATE PHYSICIAN NETWORK

- 50-state network of licensed primary care physicians and specialists
- US Board certified, state licensed
- Specialists, including:
  - ***Pediatrics, Cardiology, OB / GYN***
  - ***Mental Health , Endocrinology***
- NCQA Credential review process
  - ***Annual re-credentialing***
- 170 Languages Supported
- Detailed and Stringent Quality Protocols
- **Chief Medical Officer:** Dr. Douglas Smith, Co-Founder:  
MinuteClinic





# CREENTIALING CRITERIA

Each applicant goes through a 7 stage evaluation process prior to acceptance into our network of physicians

## Requirements:

1. Active and current license
2. Board certification (if more than 20 years experience, may be exempted)
3. Education/training – at a U.S. based medical school, residency or specialty program
4. Minimum of 3 years experience in clinic or office setting (average is 10 years)

- Stage 1 – Physical Application
- Stage 2 – Personal Interview - Physicians Operations
- Stage 3 – Initial Credentialing
- Stage 4 – Personal Interview with the Medical Director
- Stage 5 – 3rd Party Credentialing- NCQA
- Stage 6 – Acceptance/Contracting
- Stage 7 - Monitoring Physicians Ongoing

***CADR 24/7 Physicians Credentialed in Over 200 Major***



## PERSONAL COUNSELING

- Network of Licensed Psychologists and Therapists
- Behavioral Health Assessments
- Corporate Programs
- Specialties include:
  - *Sleep*
  - *Addiction*
  - *Anxiety*
  - *Depression*
  - *Weight Therapy*
  - *Adolescent Issues*
  - *Relationships*
  - *Panic*
  - *Work-Related Stress*



## **USE CONSULT A DOCTOR WHEN YOU:**

- Need care after hours or on weekends
- Need medical care access from remote locations
- Need Rx prescription/refills\* for common conditions
- Can't meet face-to-face with physician / specialist
- Can't get a timely appointment
- Can't get to a doctor due to disability
- Don't want to go to ER/UC
- Can't afford to take off work
- Are traveling and need advice



## Common Conditions

- Cold/Flu
- Sinus infections
- Upper Respiratory Infections
- Allergies
- Headaches
- Urinary Tract Infections
- Bronchitis
- Stomach Ache/Diarrhea
- Eye infections
- Ear Infections
- Rash/Skin Irritation
- Yeast Infection
- Other GYN complaints



## Common Medications Prescribed

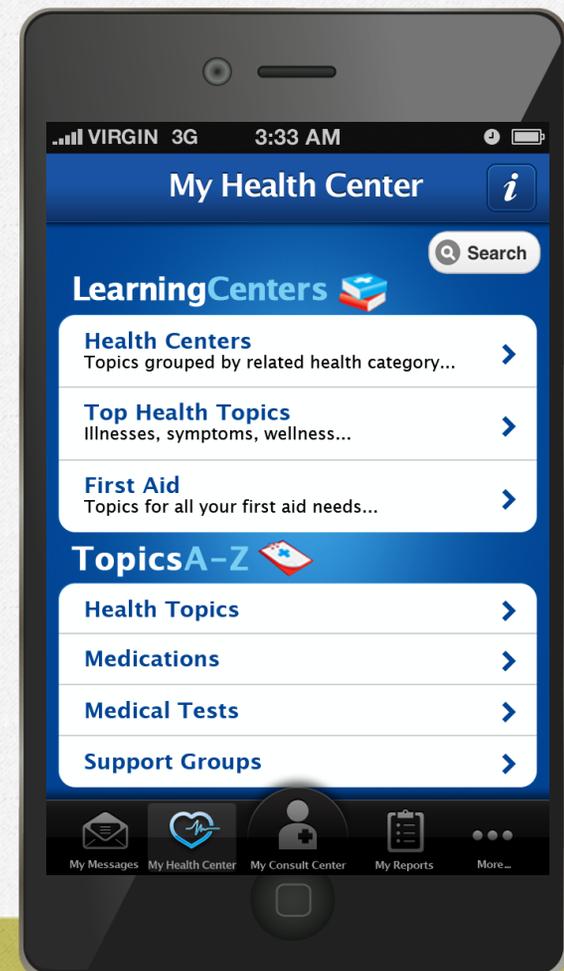
- |                   |                 |
|-------------------|-----------------|
| - Zithromax Z-Pak | - Metformin     |
| - Amoxicillin     | - Flonase       |
| - Albuterol       | - Diflucan      |
| - Augmentin       | - HCTZ          |
| - Tessalon        | - Levaquin      |
| - Azithromycin    | - Macrobid      |
| - Keflex          | - Pyridium      |
| - Bactrim         | - Biaxin        |
| - Cipro           | - Allegra       |
| - Lisinopril      | - Bactrim       |
| - Tamiflu         | - Ibuprofen 800 |
| - Prednisone      | - Nasonex       |
|                   | - Lipitor       |

## MULTIPLE WAYS TO CONSULT

 <b>Consultations By Phone</b>		 <b>Consultations By E-mail</b>		 <b>Consultations By Video</b>
<b>On-Call</b> 	<b>Priority</b> 	<b>By Appointment</b> 	<b>E-Consult</b> 	<b>Video Consultations</b> 
<b>Informational</b> <ul style="list-style-type: none"> <li>✓ Talk to a doctor immediately</li> <li>✓ On-demand informational consultation 24/7</li> <li>✓ Get answers to important health &amp; medical questions</li> <li>✓ No diagnosis or prescriptions</li> </ul>	<b>Diagnostic</b> <ul style="list-style-type: none"> <li>✓ Talk to a doctor within 3 hours</li> <li>✓ Comprehensive diagnostic consultation</li> <li>✓ (Rx) Prescription medication or refill request*</li> </ul>	<b>Diagnostic</b> <ul style="list-style-type: none"> <li>✓ Conveniently schedule a time to talk to a doctor</li> <li>✓ Comprehensive diagnostic consultation</li> <li>✓ (Rx) Prescription medication or refill request*</li> </ul>	<b>Informational</b> <ul style="list-style-type: none"> <li>✓ Email a doctor about sensitive medical issues</li> <li>✓ Secure, discreet, HIPAA-compliant</li> <li>✓ Doctor response within 24 hours</li> </ul>	<b>Diagnostic</b> <ul style="list-style-type: none"> <li>✓ Talk to a doctor within 3 hours</li> <li>✓ Comprehensive diagnostic consultation</li> <li>✓ (Rx) Prescription medication or refill request*</li> <li>✓ Must be in front of computer to execute video capabilities</li> </ul>

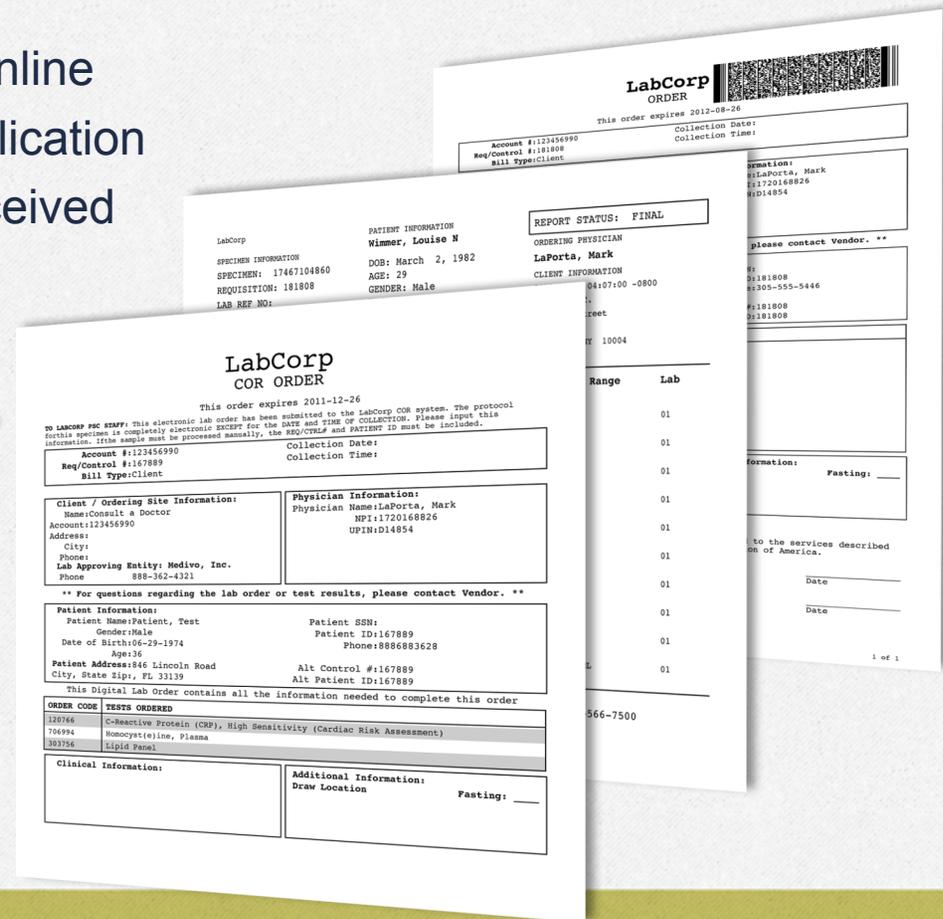
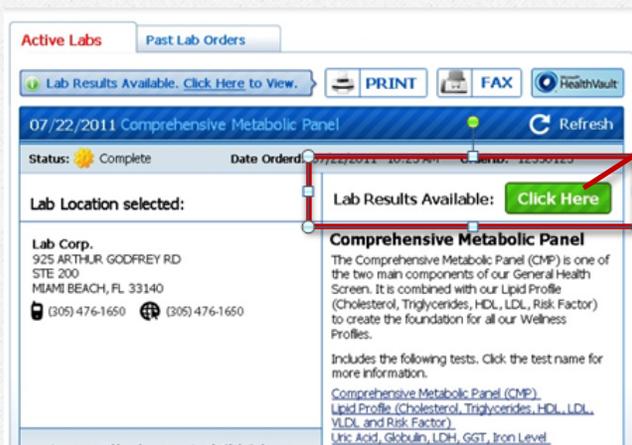
## MOBILE APPS - MY HEALTH CENTER

- First Aid
- Medications
- Medical Tests / Labs
- Wellness
- Chronic Condition Management
- Gaming
- Challenges
- Rewards
- Support Groups



## ELECTRONIC LAB ORDERS & RESULTS

- Replaces office visits and claims
- Requisitions and results 100% online
- Access with iDR 24/7 mobile application
- Consult A Doctor after results received
- Send results to your doctor



## AETNA RESOURCES FOR LIVING

- A no cost, confidential telephone counseling and referral service for employees and their household members.
- 24/7 online access to targeted resources
- A starting place to address personal problems before they can affect other areas of your life.
- A proactive partner to work with you to facilitate a solution.

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## TELEPHONIC COUNSELING

- Unlimited
- Available 24/7
- Live Answer
- Confidential Service
- Multi-lingual
- Crisis Support



## RFL CAN HELP...

There are times in everyday life when you may need a little guidance:

- Child care
- Parenting
- Emergency care
- Summer care
- New baby care
- Adoption
- Colleges and universities
- Elder resources
- Disaster relief
- Pet care
- Primary/secondary education
- Patient Advocacy

## **PATIENT ADVOCACY PROGRAM**

- **Having a health issue which requires medical care is one thing.**
- **Having exhausted all benefits and still owe medical bills is another.**
- *This program provides a personal negotiator who acts on the patient's behalf, mediating solutions for remaining bills with medical facilities.*
- **Who is eligible?**
  - Active member of a benefit plan which includes Patient Advocacy
  - Received care for a single related medical event at a hospital, emergency clinic or surgical center
  - Have a minimum of \$2,500 balance after discounts and medical benefits were applied.
- **Solutions could include:**
  - Applying for financial assistance
  - Negotiating a settlement
  - Arranging a payment plan

## SELF-CARE AND WELL-BEING

Could you use a partner to help you achieve positive, long-term improvement in health and wellness?

- Fitness
- Smoking cessation
- Weight management
- Stress management
- Discount Center
- Targeted webinars

## KEY POINTS FOR CT

### CADR

- Telemedicine before ER!
- Lower travel costs – no more ambulance rides for basic treatments
- We can provide CADR/911 phones for easier access
- Early intervention means better healthcare results
- Better management of chronic care conditions
- Easy access to lab screenings which avoids multiple visits

### Aetna Resources for Living

- For Medicaid and Medicare
- Patient Advocacy will work to significantly reduce out of pocket and hospital expenses
- Any need can be expressed i.e. financial, legal, victim, transportation, groceries and RFL will resolve and follow-up
- Retiree support and assistance i.e. housing, repairs, home care, wills
- LifeMart discount center – diapers, school supplies, food, computers
- Job support