



Disease Management Programs Support You and Your Patients

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Why partner with Health Net Federal Services, LLC's (HNFS) Disease Management?

Disease Management (DM) focuses on improving chronic condition management through use of disease specific interventions with an emphasis on self-management support and evidence-based guidelines. HNFS offers seven DM programs under the TRICARE benefit: anxiety, asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), diabetes, depression, and heart failure. Eligible TRICARE patients ages 18–64 may be nominated for one or more DM programs. Pediatric patients are eligible for the diabetes program at age 12, and the asthma program at age three.

About the program

The DM education program is based on scientific evidence and includes input from clinical content experts in each specialty area. The program's structure ensures education is provided by qualified health care professionals who use written criteria based on nationally accepted clinical evidence, without undue influence of HNFS management or concerns for the plan's fiscal performance.

The program also utilizes the annually updated Milliman® Care Guidelines® (MCG) – Chronic Care as the basis to establish the DM program's clinical objectives, beneficiary interventions, education approaches, and outcomes. When evidence-based guidelines are not available in MCG, the program utilizes the most current version of nationally recognized disease-specific clinical practice guidelines (CPGs) for program development and identification of education module criteria.

Candidates likely to benefit from DM programs include those:

- Newly diagnosed with one or more of the seven DM program conditions
- Recently hospitalized (especially the first hospitalization) related to a DM program condition
- With one or more emergency department visits related to a DM program condition
- Non-adherent to a treatment plan related to a DM program condition
- Interested in improving health but struggling to manage a condition due to insufficient understanding/knowledge of condition and/or lifestyle changes needed

What can the patient expect?

Patient-friendly educational materials about specific conditions are mailed to the patient, followed by monthly telephone conversations for six months with licensed professional staff, lasting 30–45 minutes. Patients who engage in this telephonic program establish individualized education plans and goals based on their clinical circumstances and readiness for change. Needs are assessed and self-care skills are taught to help better manage their condition.

How can my patient participate?

Anyone on the care team can nominate patients for these services by submitting the nomination to HNFS online from the HNFS Medical Management Dashboard or via faxing the Medical Management Nomination Form located on www.tricare-west.com >

Provider > Forms > Medical Management > Medical Management Nomination Form.

Patients can also self-nominate on the beneficiary portal or via fax nomination form accessible on www.tricare-west.com > *Beneficiary > Wellness > Chronic Care/Disease Management > Disease Management Information and Self-nomination.*

What are the advantages of participation?

- Convenient
- Free
- Confidential
- Accessible
- Flexible
- Collaborative



How do I review my patient's status in the DM program?

Nominations are tracked on the HNFS Medical Management Dashboard for staff to easily view current enrollment status, progress notes, goals, and care plans. Anyone on the care team can request access to this portal.

To learn more about the various disease management topics and available programs, go to: www.tricare-west.com > *Beneficiary > Wellness Center > Disease Management Education Center.*