AllHealth CHOICE
Remote Health Monitoring and Care Management
Powered by MyCharlie
# The Problem

117 million Americans have one or more chronic illnesses.

<table>
<thead>
<tr>
<th>&gt;77%</th>
<th>~66%</th>
<th>2 - 3%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,610 hospitals – more than half faced monetary penalties due to their 2015 readmission rates.</td>
<td>Total healthcare spending is associated with care for the over 1 in 4 Americans with multiple chronic conditions.</td>
<td>Consumers with chronic conditions report receiving care coordination</td>
</tr>
</tbody>
</table>

- The American Hospital Association supports the use of technology for the management of chronic conditions.
- People with multiple chronic conditions are at increased risk for poorer day to day functioning and increased mortality rates.

**Chronic conditions are costly**

Increased spending on chronic disease is a key factor driving the overall increase in spending.

7 out of every 10 Americans take prescription medication. $200 billion a year spent on improper use of prescription drugs.
AllHealth CHOICE Solutions

- Complex Care Management
- Chronic Condition Monitoring
- Advanced Disease Management
- Population Health Solutions
- Remote Health Monitoring & Telemedicine Solutions
- 24/7/365 Proactive Care Coordination
- Advanced Engagement Strategies for medical care, behavioral health, & SDOH
- Technology & Data Analytics tailored to the needs of your plan
- Opioid Management Programs that could be easily modified to manage Psychotropic Drug Usage

Our innovative care coordination and proactive management approach reduces critical and catastrophic events by transmitting red flag alerts and preventative information to medical providers, enabling corrective action to be taken prior to any event.
AllHealth CHOICE Solutions

- Complex Care Management
- Chronic Condition Monitoring
- Advanced Disease Management
- Population Health Solutions
- Remote Health Monitoring and Telemedicine Solution
- 24/7/365 Proactive Care Coordination
- Advance Engagement Strategies to engage around medical care, behavioral health, and SDOH
- Data Analytics tailored to the needs of your plan
- Technology to meet the needs of your plan
MyCharlie
AllHealth CHOICE
Complex Care Management and Chronic Condition Monitoring
MyCharlie in Action

Being *proactive* is as easy as:

**Engage quickly with your nurse care manager via...**
- Call or Text
- Email
- Video Chat

**Connect to discuss and learn about...**

- **NURSE ON DEMAND**
  Navigate health questions and medical issues 24/7/365

- **CUSTOMIZED CARE PATHWAYS**
  New diagnoses, symptom management

- **PHARMACIST OVERSIGHT**
  Medication Monitoring, Frequency and Dosing Oversight, Adherence

- **BEHAVIORAL HEALTH**
  Care Pathways incorporate behavioral health issues

- **SOCIAL DETERMINANTS OF HEALTH**
  Break old habits, address barriers to adherence

- **AND ...**
  Anything else! Explore all-new methods of building a healthy lifestyle just for you
MyCharlie Technology Options
AllHealth CHOICE Proven Results

- Reduction in Readmission Rate: 52%
- Reduction in Emergency Department Visits: 75%
- Patient Satisfaction: 94%
- Medication & Medical Device Adherence: 94%
A Client Study

Over 12 months saw the following results within their actual health claim utilization:

- 55% Reduction in total claims
- 51% Hypertension
- 46% Diabetes
- 26% CHF
- 9% COPD

Participants saw reduction in claims:

These savings were per member per year and there were 135 participants in the study.
# Health Operations Center (HOC): Automated Clinical Workflows

## MyCharlie
An AllHealth CHOICE Solution

## Welcome MTomashefski
Health Operation Center

### Search Status: --- All ---

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Date Of Birth</th>
<th>Glu</th>
<th>O2</th>
<th>HS</th>
<th>Peak Flow</th>
<th>Steps</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anne</td>
<td>Nurse</td>
<td>12/25/1969</td>
<td>170/115</td>
<td>155</td>
<td>81</td>
<td>96</td>
<td>98</td>
<td>96.8</td>
</tr>
<tr>
<td>Office</td>
<td>Delta</td>
<td>12/27/1991</td>
<td>114/71</td>
<td>216</td>
<td>140</td>
<td>72</td>
<td>97</td>
<td>97.3</td>
</tr>
</tbody>
</table>

Click on patient's vital values to view details

**TimeZone**
- Eastern
- Daylight Time
- 7/19/2019
- 2:27:12 PM

**VitalType**
- Blood Pressure
- 170/115
- Active

**Diagnosis**
- Diabetes(2009)
- Insulin-dependent
- Hypertension(2019)
- Lyme

**30 Day Report**
- 07/28/19 - 08/03/19
- No data created for this time period

**Blood Pressure**
- Average: N.A
- Goal: N.A/N.A
- Alert High Value: 180/90
- Alert Low Value: 100/50

**CCM Document(s)**
- Date: 6/18/2019 8:29:09 AM
- Notes: testing
- Status: Closed
- Operator: DCook
- Alerts: 911 Call

**Medications**
# Health Score Output

![Health Score Output Image](image_url)

## Health Score

### Attribute Table

<table>
<thead>
<tr>
<th>Attribute</th>
<th>05/09/2018</th>
<th>10/09/2018</th>
<th>Today</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>HealthScore</td>
<td>49/100</td>
<td>72/100</td>
<td>96/100</td>
<td></td>
</tr>
<tr>
<td>HbA1C</td>
<td>5.00</td>
<td>3.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Eye Exam</td>
<td>2.00</td>
<td>3.00</td>
<td>2.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Foot Exam</td>
<td>2.00</td>
<td>2.00</td>
<td>2.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Microalbumin urine test</td>
<td>-3.00</td>
<td>2.00</td>
<td>2.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>BMI</td>
<td>-5.00</td>
<td>10.00</td>
<td>10.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Safe sex</td>
<td>5.00</td>
<td>5.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Alcohol</td>
<td>5.00</td>
<td>5.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>TV watching</td>
<td>4.00</td>
<td>5.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Smoking</td>
<td>10.00</td>
<td>10.00</td>
<td>10.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Physical Activity</td>
<td>-5.00</td>
<td>-5.00</td>
<td>10.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Sleep</td>
<td>5.00</td>
<td>5.00</td>
<td>2.50</td>
<td>Contact your doctor</td>
</tr>
<tr>
<td>Total Cholesterol</td>
<td>2.50</td>
<td>2.50</td>
<td>2.50</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Low Density Lipoprotein (LDL)</td>
<td>2.50</td>
<td>2.50</td>
<td>2.50</td>
<td>Doing Well</td>
</tr>
<tr>
<td>High Density Lipoprotein (HDL)</td>
<td>2.50</td>
<td>2.50</td>
<td>1.25</td>
<td>Contact your doctor</td>
</tr>
<tr>
<td>Triglycerides (TG)</td>
<td>0.00</td>
<td>0.00</td>
<td>2.50</td>
<td>Doing Well</td>
</tr>
<tr>
<td>General Medical Exam</td>
<td>5.00</td>
<td>5.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Systolic</td>
<td>2.50</td>
<td>5.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
<tr>
<td>Diastolic</td>
<td>2.50</td>
<td>5.00</td>
<td>5.00</td>
<td>Doing Well</td>
</tr>
</tbody>
</table>

Colors: Green: Normal, Yellow: At Risk, Red: Poor

MyCharlie
An AllHealth CHOICE Solution
Other Program Benefits

The Reports Review function uses sophisticated algorithms to aggregate patient data. View HEDIS Quality Measures, STAR Ratings, or other Health Outcome Data. Snapshot view shows total percentages of adherence with annual measures. In addition, there is data captured related to Behavioral Health Issues and Social Determinants of Health.
AllHealth CHOICE Advantages

- HITRUST Certified
- DICOM & HL7 compliant
- Customizable and Configurable
- Onshore Call Centers
- Integrated Digital Health Devices
- HIPAA Compliant Video Chat and Text
- 24/7/365 Nurse Directed Care Coordination
- Pharmacist Driven Medication Review
- Health and Safety Monitoring
- Socialization Features
- Scheduling and Alerts
- Medline Education Library
- Campaign Generator
- Detailed Analytics and Robust Reporting
- HEDIS Quality Measure Tracking and Reports
- Fee at Risk Contracts Available
Thank you.

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