

CONNECT COLLABORATE CARE

A THREE-PILLAR APPROACH TO HEALTH

Well-being isn't one-size fits all.

The Avera Health Plans team understands that health care and insurance can be confusing and feel disjointed and impersonal.

We developed a three-pillar approach that looks beyond deductibles and co-pays and focuses on members' whole-person health. This type of holistic care falls in line with the Avera mission and values – compassion, hospitality and stewardship.

Our nurses, pharmacists and member health advocates are key to fulfilling this mission. They are a conduit between members, our in-network health systems, and resources available in the communities we serve.

Together, we work to meet the needs of the member.

CONNECT

We connect members to care at the right time and place while also being good stewards of their resources and ours. Here's how we do that:

- Provide AveraNow virtual visits (24/7 access at no cost) for quick access to a provider.
- Connect members to care as close to home as possible through telehealth and outreach services.

See it in Action

- We connect members who take a specialty drug to one of our nurses for monthly check-ins. These frequent conversations help members understand the drug's directions and provide an opportunity to ask questions about side effects or other concerns.
- We helped a member living West River get follow-up care closer to home following surgery in Sioux Falls. Having these appointments in Pierre through Avera eCARE® virtual care technology, saved the member travel time and money.

COLLABORATE

We collaborate with community organizations

to connect members to the right types of resources at the right time to meet their needs. Here's how we do that:

- Help new members find in-network care and navigate transitions in care.
- Work closely with community health care partners to collaborate for better quality and outcomes.

See it in Action

- A new member had concerns and anxiety about having a new plan after 20 years. A member health advocate was able to relieve this anxiety by listening to the member's concerns. The member also got help finding a new primary care provider.
- A member who recently had a coronary artery bypass graft was struggling with healthy diet instructions. During a check-in phone call, the member requested information on recipes, meal planning and preparation, and healthy food choices. The Health Plans nurse set up a meeting with a dietitian and coordinated care nurse. These face-to-face meetings helped the member get the information to succeed with the treatment plan.

CARE

We care for our members by offering support and guidance

to make sure they understand their health issues, care plans and prescription drug instructions. Here's how we do that:

- Listen and create a trusting relationship with members so we understand their barriers to care and can help solve them.
- This level of commitment spreads into financial and emotional health as well as living environments with the knowledge that pressure from these areas can negatively affect overall well-being.

See it in Action

- During a check-in, a member mentioned being a victim of physical and emotional abuse and had not been treated for these traumas. The Health Plans nurse provided information on special therapies that could help and were also covered by insurance. She even helped the member find an in-network provider who offered these services. This one conversation helped the member treat emotional traumas that may not otherwise been addressed.
- A member diagnosed with a health condition had dyslexia and was having trouble understanding the treatment instructions. The member talked with a Health Plans nurse. This nurse then connected the member to a local nurse to go over the instructions page-by-page. This helped the member succeed with the treatment plan.



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