

# SCOTT COUNTY SCHOOLS

## **Proactive** Health Plan



**Better Care**



**Lower Costs**



**More Control**

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By: Patrick Long



# Meet Your Nurse

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With Hero, your Plan comes with an experienced Nurse that works with your members to build a personal relationship with employees and their families. Your Nurse will have a very positive impact with 3 key areas:

1

## Plan Information

Your Nurse assists Employees with questions about the health plan and policies.

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2

## Health Education

Your Nurse helps Employees become more informed about their health.

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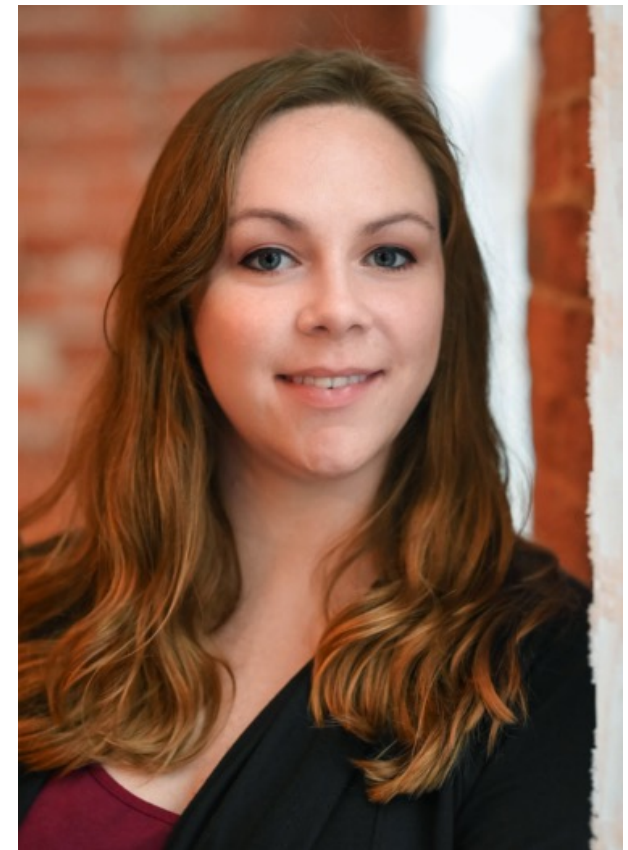
3

## Care Navigation

Your Nurse steers Employees to the best nearby doctors.



CONCIERGE  
NURSE NAVIGATORS



**Danielle Harper, RN**



THE POWER  
OF ZERO

# Scott County's Health Plan

With Hero, your Plan comes with an experienced Nurse that works with your members to build a personal relationship with employees and their family. We want to get to know you and what your healthcare needs are.

## Call Your Nurse First, please!

- Your own dedicated Company Nurse
- Find the Highest-quality providers
- Screen claims and phone calls for 2nd opinion referrals
- Emotional health screening
- Medication cost management
- Assistance with high-cost, specialty medications
- Assistance with chronic disease management
- Health screenings and preventative care education

### Value Added Services:

- Free diabetic and durable medical equipment
- Prescription assistance
- Functional Medicine Health Coach – for redefining your lifestyle habits for a better healthier you!
- Free referrals for high quality joint and spine surgery
- <sup>3</sup> Free 2nd opinions at Centers of Excellence



# How Hero Provides Better Care

Your Nurse will see each member of the plan (Predictive Analytics) as well as all the physicians and facilities that are nearby (Provider Platform). Care improves greatly because she will steer them to the higher quality doctors in the best clinics.



INFORMATION

## Predictive Analytics

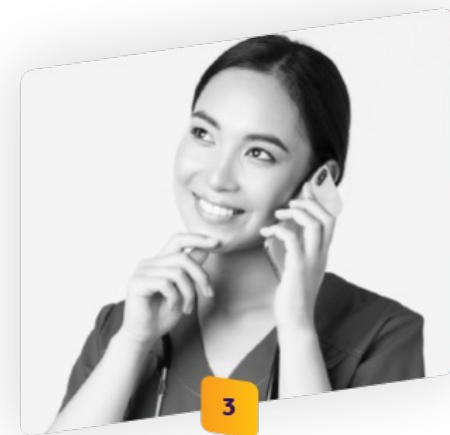
Hero utilizes the most powerful AI engine to search all claims and scripts to help inform your Care Team. Triggers help us be proactive with information.



EDUCATION

## Provider Platform

Doctors are ranked by performance and organized by speciality and locality. Facilities are ranked by outcomes and patient reviews. Hero has direct contracts at much lower costs with most of the higher ranked Centers of Excellence.



NAVIGATION

## Personal Service

Your Nurse Navigator shares the highest quality options with your member and helps schedule them with the top ranked provider at the finest facility. That is Hero navigation.



# Don't Penalize – Incentivize! with the **Power of \$0**

Hero's direct contracting savings are so significant, your members will now receive all of these benefits for **\$0 Out of Pocket**:

**Experienced  
Nurse Navigator**



**Surgical Centers  
of Excellence**



**Top Imaging  
Centers**



**24/7/365  
Tele-Health**



**Convenient  
Urgent Care**



**2nd Opinions  
from Experts**



**Durable Medical  
Equipment**



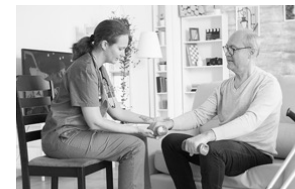
**Lab Work  
Outside of Hospitals**



**Diabetic  
Supplies**



**Physical Therapy**



**Mental and  
Behavioral Health**



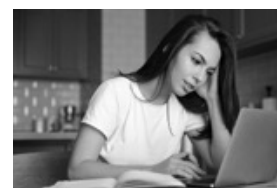
**Information on all  
Medications**



**Specialty Drugs  
Patient Assistance**



**Peer-to-Peer  
Addiction Support**



**Smoking Cessation  
Programs**





# Surgical Centers of Excellence



THE POWER  
OF ZERO

You deserve to see the best surgeons in the finest facilities at the lowest cost. Here are the 3 Criteria we have for becoming a Center of Excellence:

1

**Outstanding Provider Scores.** Unlike status quo PPOs, Hero knows that some doctors are better than others. We measure their Volume, Outcomes, Accreditation and Patient Reviews.

2

**Superior Facility Scores.** Unlike status quo PPOs, Hero also knows that site of service matters. We have infection, complication, and readmission rates for each facility.

3

**\$0 Out of Pocket Cost.** Unlike status quo PPOs, Hero negotiates direct contracts with Centers of Excellence. Our prices are 50% to 75% less than what you are charged today.



Dr David Howe is a top-rated Orthopedic Surgeon in a top ranked Facility.

Total Knee Replacement	Status Quo	Hero PPO
Cost to Plan	\$63,000+	\$23,000
Cost to Employee	\$5,000+	\$0







## 2<sup>nd</sup> Opinions from Experts

In coordination with our Nurse Navigators, Hero Health provides \$0 OOP expert second opinions with Accarent Health. They have a network of 30+ nationally recognized Centers of Excellence. There is \$0 PEPM and bundled case rates for Hero.



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OF ZERO

### Did you Know?

- 6% of enrollees spend 80% of plan dollars
- 20% of patients are misdiagnosed
- 40% have wrong or sub-optimal treatment plans





# The New Standard for Telemedicine Services

**Talk to a Doctor. Anytime. Anywhere.**



## What is SwiftMD?

SwiftMD is the modern version of the house call. We are a leading telehealth service featuring US-trained, board-certified physicians who specialize in virtual doctor visits via phone and videoconferencing, 24/7.

We help improve patients' health quickly and effectively when they are seeking care for many common illnesses and conditions.

- Why do employees love SwiftMD? Fast and easy — Average connect time is 7 minutes
- Highest utilization rate in the industry for online doctor services
- Doctors work exclusively for SwiftMD

D?







# Meet your Support Specialists



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OF ZERO

Dedicated coaches who have lived experience as a person in recovery or a family member of a loved one struggling with substance misuse. **Our Peer Support Specialists meet you where you in your journey.**

## Our Methodology:



### Education

youturn is an online learning management system with the largest library of education, inspiring stories, and insights about substance abuse and suicide prevention.



### Care Management Platform

The Care Management Platform provides a quick and secure way to communicate with health professionals while streamlining suicide and substance use risk.



### Peer Coaching

State-certified Assertive Community Engagement (ACE) coaches are National Institute on Drug Abuse (NIDA) trained and understand which community resources and programs best fit any situation. Available 24/7.

## Who We Are

Heritage CARES is a virtual support program designed to help individuals struggling with stress, and substance use. We utilize evidence-based strategies. They support individuals and families in their health and wellness journey.

### Call a Peer Support Specialist when you need:

- Stress management coaching
- Self-care and coping strategies
- Education on substance misuse
- Education about recovery and treatment
- Intervention options and strategies
- Boundary setting tactics



hero  
HEALTH™



# Comprehensive Addiction Recovery Education & Support

**High quality, evidence-based, non-judgmental content to educate, inspire and empower**

Support provided for many types of care, such as:

- Stress Management
- Mental Health — Anxiety
- Mental Health — Depression
- Recovery First Aid
- Young Adult Alcohol Use
- Young Adult Marijuana Use
- Individual Support
- Family Support
- Mindfulness
- Employee Discussions





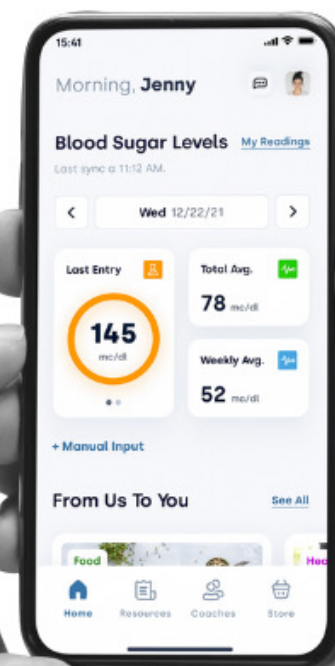
# Diabetes Health Management Benefit



**Better care, unlimited, at no cost to you**

Diathrive Health Enterprise includes:

- ✓ **Unlimited glucose testing supplies**  
Get all the supplies you need, when you need them.
- ✓ **Unlimited insulin pen needles**  
Better insulin flow, less injection pain, optimal comfort.
- ✓ **Unlimited clinical support**  
Our *Health Advisors* are certified experts in diabetes care and education.
- ✓ **Diathrive health app**  
Sync your meter, order diabetes supplies, connect with a *Health Advisor*.



We look forward to providing you with  
**Better Care + Lower Costs**

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patrick@herohealthplans.com  
336.210.0484

herohealthplans.com

