



CareFirst Broker Flash

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Date: July 10, 2018

Market: All

CareFirst's PCMH Program Continues to Show Results **Learnings Shared During June 27 WebEx**

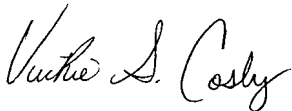
The latest results and overall learnings from CareFirst's Patient-Centered Medical Home (PCMH) program were shared during a June 27 WebEx. CareFirst continues to expand and refine the program to meet pressing health needs, such as behavioral health and substance use treatment.

View the recorded WebEx at: <http://carefirstpcmhevent.com/video.asp>

Included is the latest PCMH results flier with 2017 data.

If you have any questions, please contact your broker sales representative.

Sincerely,



Vickie S. Cosby
Vice President, Consumer Direct Sales, Distribution and Communications

Patient-Centered Medical Home

Driving better care at lower costs

CareFirst’s Patient-Centered Medical Home (PCMH) program is an innovative model that incentivizes primary care providers for their performance in delivering quality care and reducing costs. By providing incentives based on actionable data, promoting and supporting collaboration between providers, and emphasizing coordinated care for the chronically ill, the CareFirst PCMH program is transforming patient-centered care with unmatched support for the communities CareFirst serves.

“My relationship with my doctor improved because of the program. My doctor, my nurse, and I formed a team to figure out a solution to my problem.”

—CareFirst Member, Brenda F.

The program is showing real results

Key quality indicators for those CareFirst members under the care of a PCMH provider show positive results when compared to members under the care of a non-PCMH provider. 2017 data confirmed CareFirst members seeing PCMH providers had:



6.6% lower Medical claims per member per month

14.2% lower Pharmacy claims per member per month

7.3% lower cost per emergency room (ER) visit



13.7% fewer hospital admissions*

19.4% fewer days in the hospital*

41.3% fewer hospital readmissions for all causes*



7.3% fewer ER visits*

11% fewer outpatient facility visits*

*Per 1,000 CareFirst members

