



Official Health Insurance
Company of the
Washington Redskins

One member's path to success

Our care management program goes above and beyond to help members achieve their best health. The program brings together a range of Innovation Health folks to coordinate or manage members' care.¹ You may recall reading about this new care management program in our Newsletter last year.

Sometimes Innovation Health members need extra support when they're going through a complicated health issue. During these times we go the extra mile, or five, to help them get better. For complex cases, our case managers connect members to a multidisciplinary team that can help support them. No single person has all the knowledge needed to help him or her. So, the case manager has access to a team that includes a medical director, social worker, dietician, pharmacist and other specialists.¹

Whatever a member's situation, the case manager can help build the right care team and plan.

[Read more](#)



Delivering on cost savings

Innovation Health offers health benefits and insurance plans that can deliver better care at a lower cost. We recently completed a deep data dive to uncover how we deliver those cost savings.² Our analysis found that members using tier 1 providers incurred **29 percent lower costs** for emergency room care than the market population that used tier 2 providers.

Making an impact with members

Our comprehensive care approach has seen positive

Giving back to the community

Recently, we provided a \$164,000 grant to the Fairfax County Public Schools to help fund their Safe Routes to School program. You can find out more about this program by reading an article from the Fairfax County Times.

[Read more](#)

Interested in Innovation Health?

Request a quote by simply filing out our quote request form.

[Request a quote](#)

See how we're helping members with complex health issues



Care to know

results and changes the course of our members health care journeys. For example, we received a recent testimonial from one of our members who found the care management program made a real difference in her life. Let's hear her story.

Let's hear from Lisa³

"My daughter is 16 and for many years has dealt with a variety of conditions including eczema, asthma, obsessive-compulsive disorder (OCD), anxiety, and depression. And now she has an eating disorder which presents a day-to-day struggle for her and our whole family. There are doctor's appointments, treatment facilities, pages and pages of notes to go through, bills, etc. At times it feels like our family is held hostage to this disease.

We have insurance, and even with good coverage, the volume of bills is financially difficult. The treatment she needs isn't easy to find either, there aren't a lot of doctors or facilities that can help, and many of the ones that can are outside of the area. Plus, there other conditions that need medical attention. All of that AND there's the stress of helping her manage her condition. She needs help managing her friendships, because her friends want to give her food thinking they're helping her. Those interactions make her angry. Comments we make set her off, it's very difficult."

How we're helping Lisa

"One day a member of the Innovation Health Multidisciplinary Care Team called me and offered to help. Tammee A., RN and Jennifer L. (MS. RDN, LDN) came to my home to meet with me, my husband, and my daughter. My daughter felt comfortable enough to talk with Tammee and Jennifer without us in room. After that discussion, they helped us:

- Get a \$500 hardship grant, something we didn't know was even available to us. It was a huge help with the mounting bills.
- They helped connect us with a nutritionist. It is hard to find a nutritionist who knows the appropriate diet and how to communicate that diet to someone with my daughters particular disorder.
- My daughter has many doctors and I have a mind-numbing pile of notes to keep the doctors connected. Tammee and Jennifer helped connect the doctors to each other so they can work together as a team."

more?

For the latest on wellness, our community initiatives, and making the most of your plan, follow us on Facebook.



Looking forward

"I didn't even know this service was available to me and I'm so glad I took that call. Thanks to Tamme and Jennifer from Innovation Health, I now have less "running around" and can focus more on my daughter and the rest of my family. Every day is still a struggle. My daughter has dreams, I want to help her achieve them, something that's hard to do when you're overwhelmed by bills, appointments, recommendations, research, and just everyday life.

Thank you Innovation Health for providing this valuable service."