Total population health. One person at a time.
Health Dialog is a total population health services provider that has a 20-year track record of helping organizations reduce costs. Through the combination of our powerful Care Pathways analytics, health coaching services, multi-channel engagement, and award-winning shared decision making tools, we deliver support to individuals at every stage of their health and wellness. We empower people to make informed decisions that lead to improved clinical outcomes.
A Strong Foundation for Personalized Health Engagement and Support

Our philosophy is simple: we provide truly personalized health management support services that help drive the most impactful interventions for every patient and every population. Unlike traditional methodologies, we focus on a whole-person, long-term view of an individual’s health and wellness journey. Using rich datasets and advanced analytics, we stratify individuals into one of nine clinical risk stages. We call this the Care Pathways framework.

Every stage of the Care Pathway represents a specific point in an individual’s health and wellness journey that can benefit from tailored engagement, coaching, and education strategies. Using this framework, we can assess every person’s clinical needs and long-term disease trajectory. The result is a proactive intervention strategy that focuses on delaying progression into a condition’s higher-risk, higher-cost stages. Additionally, this level of insight helps us to develop personalized incentives that may have the greatest motivational impact and help drive behavior change.

Care Pathways was designed to help organizations reach 100% of their population, from wellness to disease management and every stage in between.
Integrated Total Population Health Management Services

Health Dialog’s services help our clients engage, coach, and educate individuals at every stage of their health and wellness.

**Chronic Care Management**

Our NCQA-accredited disease management program is customized to meet the needs of our clients and deliver the right level of engagement to maintain optimal health for every individual.

**PROGRAM COMPONENTS INCLUDE:**

- Powerful analytics to stratify populations on multiple risk indicators
- Multi-channel communication and engagement strategies
- Telephonic health and wellness coaching
- Award-winning decision support and educational content materials
- A personal health portal that delivers relevant and tailored clinical information and health tools
- Support for improving HEDIS quality measures

**24/7 Nurse Line**

We deliver symptom check support for urgent, acute, and self care needs. We staff experienced registered nurses with a proven track record for appropriate ER redirection and high consumer satisfaction.

**OUR NURSE LINE FEATURES:**

- 24/7 access to a live person—not a callback system
- Seamless integration with existing health plan, provider, and employer resources
- Guidance and direction for seeking the appropriate level of care
- Skill and knowledge transfer to promote sustained behavior change

**Shared Decision Making**

Our program helps patients facing critical healthcare choices and drives measurable savings for our clients.

**PROGRAM COMPONENTS INCLUDE:**

- Innovative analytics that identify patients who are likely to face a preference-sensitive condition treatment decision in the near future
- Health coaching for individuals as they work with their providers to make decisions on a range of conditions
- Award-winning decision aids that explain treatment, testing, and care choices

**Wellness Programs**

We develop weight management and tobacco cessation programs designed to drive sustained behavior change.

**COMPONENTS INCLUDE:**

- Population segmentation to identify individuals with lifestyle risks
- Integration of online and telephonic programs to provide a personalized user experience

**Medication Therapy Management**

An end-to-end suite of solutions and services designed to increase medication adherence and improve Star ratings.

**PROGRAM COMPONENTS INCLUDE:**

- Powerful analytics and personalized clinical support to help individuals overcome barriers to non-adherence and sustain long-term behavior change
- Comprehensive medication reviews as well as post-outreach documentation, CMS-mandated reporting, and quarterly targeted medication reviews
Health Dialog Interact™

A personal health portal that delivers an integrated suite of content, tools, and resources that support wellness improvement, shared decision making, medication adherence, and chronic disease management. Engagement is personalized and curated based on the individual’s Care Pathway stage, HRA responses, personal preferences, past successes, and behavior patterns.

THE SOLUTION DELIVERS:

- Interactive digital programming, such as personalized action plans, clinical content, wellness challenges, healthy recipes, rewards and incentives, social networking tools, and more
- Cost-effective support and engagement for your entire population, including individuals missed by traditional wellness and disease management programs
- Live access to our team of nurses, dietitians, respiratory therapists, pharmacists, and other healthcare professionals
- A comprehensive suite of integrated solutions that reduces the need for disparate and stand-alone vendors
A Partnership that Delivers

We partner with each client to design and implement the programs and services that best meet the needs of their populations. Our partnerships have achieved some remarkable results.

**SATISFIED CONSUMERS**

95% Of individuals were satisfied with our Health Coaches’ knowledge of their condition

91% Of individuals would recommend our programs to family and friends

**APPROPRIATE ER REDIRECTION**

68% Of individuals calling our Nurse Line with pre-intent to visit the ER or call 911 were appropriately redirected to a less emergent level of care

**LOWER MEDICAL COSTS AND UTILIZATION**

A study published in the *New England Journal of Medicine* showed that our programs:

- Reduced medical and pharmacy costs by $7.96 PMPM
- Reduced hospital admissions by over 10%

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2 Ibid.
4 Ibid.
6 Ibid.
7 “Enhanced Support For Shared Decision Making Reduced Costs Of Care For Patients With Preference-Sensitive Conditions,” Health Affairs, 2013.
8, 9 Ibid.
10 Health Dialog internal data, 2015
Knee replacement surgeries declined by 38% after 6 months

Hip replacement surgeries declined by 26% after 6 months

Lower costs after 6 months

A study published in Health Affairs analyzed results from the use of our shared decision making techniques and tools as part of our enhanced Chronic Care Management program:

12.5% Fewer hospital admissions

9.9% Fewer preference-sensitive surgeries

20.9% Fewer preference-sensitive heart surgeries

A sampling of results from a study that examined the impact of Rite Aid Health Alliance:

$1000 PMPY Cost Savings

Achieved due to medication persistence, weight loss, smoking cessation, and blood sugar, pressure and lipid control

40% Of program participants with a poor history of medication persistence became compliant

34% Of program participants with a goal to reduce their HbA1C had a reduction in their levels