



## Generating savings by averting inpatient complications and readmissions

American Health's Pre-Admission and Post-Discharge Counseling programs are designed to avoid complications and address readmission rates by providing education to members admitted for inpatient procedures. The programs expand the reach of medical management to assist members who are hospitalized but not already enrolled in Case Management.

### Pre-Admission Counseling

In our Pre-Admission Counseling program, case managers make coaching calls to members who are scheduled to receive inpatient, elective surgery. During the call, case managers educate members on proper preparation for their hospital admission and the recovery process. They discuss medications, review signs and symptoms of infection, and send members additional educational material if necessary.

### Post-Discharge Counseling

Post-Discharge Counseling is provided to members who are discharged from the hospital to the home setting. Case managers make timely calls to members to check on their health status and assess their pain or discomfort levels. They identify any complications and discuss with members when they should contact their physicians or seek medical attention. The post-discharge call provides an opportunity to engage members early with opioid risk educational tools and resources. It is also an opportunity for early identification of Case Management needs.

Reduction in readmission rates for program participants is **over 70% lower** compared to non-participants.\*

\*2018 Book of Business

### - Program Highlights -

Timely education provided for inpatient admissions

Designed to quickly identify complications and address readmission rates

Optional program enhancements to medical management that provide further opportunities for cost savings

Clients may elect to purchase one or both of the services

Members work with the same case manager when the services are combined, maximizing the opportunity to reduce readmission rates



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