

# Inovalon Overview

Network Health uses the services of Inovalon to help address opportunities in the health of our Medicare Advantage and Affordable Care Act (ACA) members. Initiatives, like the Inovalon partnership, complement the efforts of providers to improve the overall health of our members by evaluating current health conditions and applying additional strategies to close gaps in care.

Their outreach includes targeted letters and phone calls encouraging members to see their personal doctor on a regular basis and, when appropriate, to take advantage of personal health visits offered by Inovalon practitioners. Letters are also sent to providers encouraging them to schedule primary care visits with our members, to capture complete and accurate documentation of their medical conditions, talk to members about any concerns they may have and make sure members receive all appropriate preventive and chronic disease management care.

We appreciate the assistance in facilitating any necessary follow-up care for your patients. **Thank you for the high-quality care and guidance you provide to our members.** If you have questions about this initiative, please contact us at [riskadj@networkhealth.com](mailto:riskadj@networkhealth.com).

Member and provider outreach begins in April each year with the first mailing to select members. Based on claims and risk stratification algorithms, selected members have been identified as clinically complex. Calls to members occur shortly after the mailings.

**Your office may be contacted by members asking about this program, or by Inovalon practitioners to follow-up on a member encounter.**

## Personal Health Visit Overview

**Inovalon contacts members to explain the program and schedule the personal health visit.**

**The visit is conducted by a nurse practitioner, and can be done in-person at the member's home or as a virtual visit. One of the main goals of this program is to provide both Network Health and the patient's primary care provider with updated information about the patient's clinical status based on the results of the completed visit.**

**Some of the services conducted during the home visit may include the following.**

- Review of medical and family history, current medications
- Brief review of systems exam
- Height, weight, BMI assessment, blood pressure reading
- Depression screening
- Assessment of daily living activities
- Assessment of tobacco use and drug/alcohol dependency
- Assessment of pain level
- Finger stick blood test to measure HbA1C (for diabetic members)
- Urine micro albumin to measure urine protein (for diabetic members)
- Referral to Network Health Care Management, if appropriate

**Once complete, Inovalon sends the primary care provider the information and results gathered during the exam. Please note that the personal health visit is offered in addition to any regular exams that the patient may have with their personal doctor and is not designed to be a substitute for his or her annual examination.**

