

INGENIX®

Impact Consumer

Reducing Health Risk by Accessing Health Alerts

Health plans can leverage the risk modeling tool Ingenix Impact Pro™ to help members understand what clinical risk factors are driving their risk and how they are trending over time.

Impact Consumer includes more than 440 evidence-based health alerts with the ability to add and configure more, including:

- Evidence-based chronic condition management alerts
- Medication adherence alerts
- Patient safety alerts (includes drug interactions, drug duplications, and safety monitoring for adverse reactions)
- Care patterns (includes observational, patient risk, end of life, and medically unnecessary)
- Preventive care (includes screenings, immunizations, and follow-up care)

Executive Summary

The consumerism movement in health care continues to gain momentum. Today, individuals are better informed and more involved in their own health care decisions. With this rising tide of acceptance come new consumer challenges for health plans. The Ingenix Impact Consumer® web-based application can help health plans address these challenges by:

- Giving their members easy access to a comprehensive view of their own health
- Providing key information that enables their members to take better control of managing their health
- Supplying their members with a single location for managing health information about their family members

Overview

In a survey of more than 39,000 consumers, 93 percent indicated a willingness to take on more responsibility for their health, but say they lack adequate tools.¹ As a result, consumers are demanding convenient access and control over detailed health care data at higher levels than what simple health portals or claims information websites can provide. Similarly, individuals who help manage the care of their family members need tools to make their job easier.

Meeting the Challenge

Impact Consumer is a web application that gives health care consumers access to their health history and current status in one location in an intuitive, easy-to-understand format. Empowered with this information, members are able to quickly navigate to relevant health content designed to help them make better decisions about managing their health. Members can further increase the usefulness of this information by sharing it with the physicians and family members in their circle of care.

The information provided by Impact Consumer benefits members and health plans alike. Members have access to their own care-focused personal health records (PHRs) and can take ownership for improving their own health. In turn, health plans have a powerful tool that integrates easily and provides precisely the information that members want.

Member Benefits

CARE-FOCUSED PERSONAL HEALTH RECORDS

The Impact Consumer tool allows members to share their key information with those in their circle of care through two delivery methods.

- System-reported information leverages current administrative information to provide a comprehensive history of each member's doctor's visits, medications, and lab tests. This history is organized into clinical categories, providing relevant access for members.

[1] *Hub Magazine*, November 2004, from Hewitt Associates survey of more than 39,000 employees.

- Member-reported information leverages Impact Consumer's configurable self-reporting tool to extend PHRs with information such as family history, allergies, and physiological information. This can be used to create tailored health risk assessments (HRAs) based on an individual's conditions. The information is organized for easy access by the patient's conditions and by physicians involved in each episode of care, so members can quickly view and contact the appropriate physicians or facilities.

Health Plan Benefits

Through Impact Consumer's centralized administration, health plans are able to quickly configure the information that members see when they access the application, thus maximizing its value. Health plans can even integrate Impact Consumer into their current member portals using the application's configurable user interface, or by leveraging its underlying service-oriented architecture. Finally, Impact Consumer links their members' health information with Ingenix Impact Pro® and Ingenix Impact Provider™, a user-friendly web portal that enables health care providers to access patients' health histories, current status, and compliance with care guidelines. The result? Empowered physicians, consumers, and care managers.

Key Features

Members that have control over their own health information are empowered to make better decisions about their health. Impact Consumer helps them do that by providing:

- **Accessible Information:** Members are able to quickly view their health history, which is organized into relevant and easy-to-understand health categories.
- **Pertinent Information:** The solution is designed to uncover salient information that helps members quickly view and understand the current state of their health. Members can review any current conditions and diseases, including an assessment of those that are expected to drive health risk over the next year. They can also identify measures they can immediately take to improve their health risk.
- **Member-reported Information:** Members are able to record key information including allergies, family history, physiological information, or tailored HRAs. This information can then be shared with providers and care management teams to inform other interventions.
- **Tailored Health Content:** Impact Consumer's personalized Health Encyclopedia helps members quickly gain further insight into their diseases, conditions, and medications without searching through reams of irrelevant clinical information.
- **Family Management:** Members can empower family members or others in their circle of care to manage the care for the entire family. They retain control by defining how much information they might want to share with family members.
- **Privacy Controls:** Members are able to determine which family members and physicians have access to their PHRs and assign levels of access for each individual involved.

Impact Consumer supports the growing need for information and decision-making support tools for members. As a result, members can become more knowledgeable and proactive in their health care, so they can make better health care decisions.

Ingenix | Intelligence for Health Care | www.ingenix.com

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