

Bringing People Together for Better Health. That's Living Health.

Highmark Health is building a new model for care delivery in all settings, including the post-acute care space. The model, called Living Health, is designed with a holistic, four-pronged approach.

Living Health aims to:

- Create personalized and relevant care solutions for each patient.
- Improve outcomes.
- Reduce the total cost of care.
- Simplify patient and provider experiences.

The care model is tech enabled and data driven for continuous innovation and improvement across the health ecosystem, in pursuit of each of these goals.

Living Health Is for Everyone

“Living Health is really focused on uniting payers, providers, tech innovators, and community organizations to build a system that works for everyone,” explains Monique Reese, DNP, senior vice president of Home and Community Care at Highmark Health.

“We want to meet the needs of individuals, as well as entire population segments like those served by Helion,” continues Reese. “That means taking a whole-person approach to everyday health, rather than just treating illness.”

Creating Solutions

“Living Health is based on the idea that if we can improve the health outcomes of a population, we can ultimately reduce the total cost of care,” adds Anil Singh, MD, executive medical director of Enterprise Clinical Transformation at Highmark Health.

“The way we do that is by creating solutions that are simple and personalized,” continues Dr. Singh. “Providers need to be able to get to their patients in the way that patients want to be engaged — whether that’s in person, with a virtual visit, or through an app.”

“We also want to make the provider experience better with solutions that can help them manage their patients in an easier way. Part of that is increasing interoperability among providers, improving the pre-authorization process, and enhancing clinical data systems for more coordinated care,” explains Dr. Singh.

“We are trying to find ways to centralize and digitize care plans. We want everyone — the patient, family members, payers, primary care providers, and specialists — to have access to the same data. It’s an aspiration of ours,” says Dr. Singh.

Putting the Concept Into Practice

Living Health emerged to help resolve some of the biggest problems in delivering personalized, proactive care in today's environment.

One innovation that Dr. Singh's clinical transformation team launched is a diabetes solution that allows continuous glucose monitoring via a wearable device. Patients and providers have access to real-time data and alerts, 24/7.

If glucose levels are too high or too low, diabetes care team members (including pharmacists and endocrinologists) can intervene before the condition gets worse. The goal is to keep the patient safe in home, avoiding a trip to the ER and any subsequent hospitalization.

Dr. Singh's team is piloting other similar solutions. One is a Bluetooth-enabled blood pressure cuff that automatically downloads patient data for assessment and potential intervention. There are also behavioral health solutions in various stages of development for depression, anxiety, and substance abuse disorders.

A Sustainable Approach

"If we can deliver a simpler, more personalized and proactive experience for patients and their providers, we know that will help," says Reese.

"We're leveraging diverse expertise and innovation to redesign care delivery and build a more holistic, integrated health ecosystem. We know that a less fragmented care delivery system reduces stress and improves engagement, quality of life outcomes, and affordability," continues Reese.

"Living Health offers a sustainable, economic approach that can help solve several problems. It goes back to eliminating the fee-for-service model — starting with and expanding on what Helion is doing in the post-acute care space," Reese concludes.

[Learn more about the Living Health model](#) and how it excels within the post-acute care environment.

Helion is an independent company that provides post-acute care network management services for Highmark Blue Cross Blue Shield and some of Highmark's affiliated Blue health plans. As a part of those services, Helion is sharing the information contained in this newsletter on behalf of Highmark Blue Cross Blue Shield. Highmark Inc. d/b/a Highmark Blue Cross Blue Shield and its affiliated Blue health plans are independent licensees of the Blue Cross Blue Shield Association.