A Claims-Based Personal Health Record

Leveraging the Data, Technology and Analytical Capabilities of Health Plans to Improve Healthcare Decisions by Patients and Providers

Paul T. Sheils, CEO

Aetna Health Information Solutions, Inc.

NCVHS Subcommittee on Privacy

Hearings on Privacy and Health Information Technology
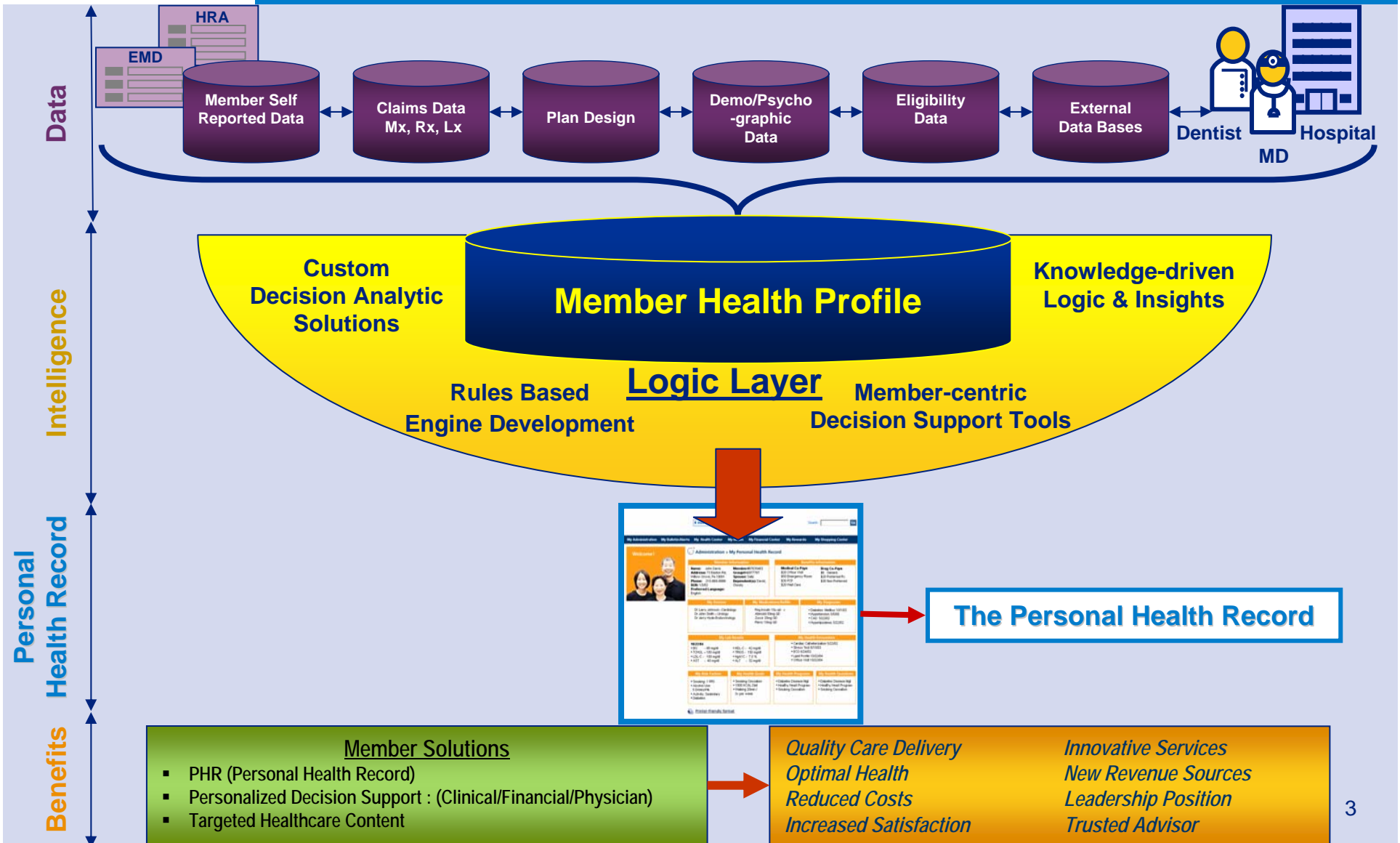
June 7, 2005

We want you to know℠

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Personal Health Records

Powered by A Member-Centric Information and Member Relationship Management Platform

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Informatics-Driven, Member-Centric Health Information Management Platform

Data

- HRA
- EMD

| Member Self Reported Data | Claims Data Mx, Rx, Lx | Plan Design | Demo/Psycho-graphic Data | Eligibility Data | External Data Bases |

Dentist — MD — Hospital

Intelligence

Custom Decision Analytic Solutions

Member Health Profile

Knowledge-driven Logic & Insights

Logic Layer

Rules Based Engine Development

Member-centric Decision Support Tools

Personal Health Record

The Personal Health Record

Benefits

Member Solutions
- PHR (Personal Health Record)
- Personalized Decision Support : (Clinical/Financial/Physician)
- Targeted Healthcare Content

Quality Care Delivery
Optimal Health
Reduced Costs
Increased Satisfaction

Innovative Services
New Revenue Sources
Leadership Position
Trusted Advisor

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The Personal Health Record and the Personalized Member Web Experience

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Personal Health Record – Optimizing the Physician Encounter

Convenient access to full benefits summary

Comprehensive view of member's physicians, medications, and diagnoses

Physician gets comprehensive view of member's other health encounters

Access to Recent labs – even if physician wasn't the "ordering physician"

Prepared with questions in advance, member has more effective office visit

Print & take to next office visit

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My Administration | My Bulletin/Alerts | My Health Center | My Health | My Financial Center | My Rewards | My Shopping Center

Welcome!

Administration > My Personal Health Record

Member Information
Name: John Davis
Address: 73 Easton Rd, Willow Grove, Pa 19001
Phone: 215-869-9999
DOB: 1/3/52
Preferred Language: English
Member#87635463
Group#AE877767
Spouse: Sally
Dependent(s): David, Christy

Benefits Information
Medical Co-Pays
$20 Office Visit
$50 Emergency Room
$30 PCP
$20 Well Care
Drug Co-Pays
$6 Generic
$20 Preferred Rx
$30 Non Preferred

My Doctors
Dr Larry Johnson -Cardiology
Dr John Smith – Urology
Dr Jerry Hyde-Endocrinology

My Medications/Refills
Reg Insulin 10u qd x
Atenolol 50mg QD
Zocor 20mg QD
Plavix 10mg QD

My Diagnoses
- Diabetes Mellitus 10/1/03
- Hypertension 5/5/00
- CAD 5/22/02
- Hyperlipodemic 5/22/02

My Lab Results
10/22/04
- BG - 88 mg/dl
- TCHOL – 180 mg/dl
- LDL-C - 100 mg/dl
- AST - 40 mg/dl
- HDL-C - 42 mg/dl
- TRIGS - 150 mg/dl
- HgA1C - 7.0 %
- ALT - 32 mg/dl

My Health Encounters
- Cardiac Catheterization 5/22/02
- Stress Test 6/15/03
- ECG 6/24/03
- Lipid Profile 10/22/04
- Office Visit 10/22/04

My Risk Factors
- Smoking: 1 PPD
- Alcohol Use: 5 Drinks/Wk
- Activity: Sedentary
- Diabetes

My Health Goals
- Smoking Cessation
- 1800 KCAL Diet
- Walking 20min./ 3x per week

My Health Programs
- Diabetes Disease Mgt
- Healthy Heart Program
- Smoking Cessation

My Health Questions
- Diabetes Disease Mgt
- Healthy Heart Program
- Smoking Cessation

Printer-friendly format

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Personalized Member Web Experience

Targeted Messaging Through Personalized Rules Engine

Financial Management Support

Personalized Health Programs

Personalized Healthcare Content

Behavior Modification Supported by Rewards Program

Direct Distribution Channel to Member

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Welcome!

My Administration
- Claim Payment and Review Center (Medical, Dental, Rx)
- My Benefit Options
- My Provider
- My RX Plan and Refills
- My Personal Health Record

My Health
- My Health Manager
- Diabetes
- Asthma
- E-Physician Visits
- Wellness Center
- My Prescriptions

My Bulletin/Alerts
- Open Enrollment ends in 5 days. Enroll now!
- You have 2 pending claims
- Your Insulin needs to be refilled
- Your Hemoglobin level needs to be checked
- New Article available on Glucose Monitoring

(High)   (Medium)   (Low)

My Financial Center

DEDUCTIBLE PORTION IS MET
$250
$250

MEMBER DEDUCTIBLE MET iS $150 OUT OF $1000
$1000

HEALTH FUND SAVINGS ACCOUNT
Current Balance $1650
Starting Balance $1800
$150 was applied to your deductible from your HSA Account

My Health Center
- My Diabetes
  Low Sugar Recipes
  HBA1C Journal
  My Diet and Weight Control
- My Asthma
  My Updated Articles
  Peak Flow Journal
  Local Allergens
- HRA (Simple Steps)

My Rewards

Disease Management Compliance Points (50)
Goal
Points to Date
Points

My Shopping Center
- OTC Prescriptions
- Dietary Supplements
- Medical Supplies
- Vital Savings

Personal Health Record – Data Elements Available From Health Plan Claims Systems

Outpatient History

▪ Vaccination History	▪ Preventative Screenings (e.g. mammography for women, retinal exam in diabetics, colonoscopy in adults, PSA test in males, etc.)
Primary Care Visits ▪date of visit ▪duration of visit ▪frequency of visits ▪main diagnosis at each visit ▪medication(s) prescribed ▪lab/imaging tests ordered ▪changes in medication ▪changes in frequency of visits ▪changes in diagnoses ▪referrals	**Specialist Visits** ▪diagnosis ▪lab/imaging tests ordered and the justifying diagnosis ▪medications prescribed and the justifying diagnosis ▪multiple visits to specialists for the same condition/diagnosis
▪ Medication Alerts (e.g. for adverse reactions)	**Behavioral Health Therapy** ▪date of visit ▪name of caregiver ▪Diagnosis ▪Medication prescribed

Hospital Outpatient History

▪ Tests Ordered as an Outpatient (dates, diagnosis, any repeats, etc.)	**Outpatient Surgery** ▪date of surgery ▪diagnosis for surgery ▪name of surgeon ▪name of the anesthetist ▪any complications ▪post-surgery hospitalization
▪ Physical Therapy (dates, duration, referring physician and diagnosis, etc.)	**Outpatient or Inpatient Drug Rehabilitation** ▪dates ▪treating physician ▪diagnosis ▪follow-up visits ▪medication associated with these therapies