Evernorth Guided Musculoskeletal (MSK) Care

A new standard of care for MSK conditions—
a member first approach that is proactive,
connected and empowered.

Through every step in the MSK journey,
we use predictive models, personalized
guidance, expansive networks and navigation
tools to empower members to take charge—
and enable health plans, employers and
members to avoid unnecessary spend.

Together, we aim to
transcend fragmentation
by putting members at the
center of their care.

Our member-centric, cohesive approach

Through powerful insights and digital tools, we simplify
how members get care. Our solution spans from
pre-diagnosis to recovery and every step in between.

+ Getting ahead of high costs

With advanced predictive models and adaptive
artificial intelligence, we can identify members at
elevated risk for MSK surgeries up to a year in advance.

**+ Improved engagement
and seamless navigation**

We empower members to take greater control of
their MSK pain with educational content, an intuitive
digital experience, treatment decision support and
navigation tools to guide them to the right care,
improve engagement and increase compliance.

**+ Personalized care, including
pre- and post-surgery support**

We combine clinical and behavioral data to enable truly
individualized care that optimizes health outcomes.

+ Partners in value creation

From risk sharing to performance guarantees to enhanced
reporting, we will collaborate with you to deliver a range of
options that ensure members receive exceptional care.

ALL THIS RESULTS IN:

Closed gaps in care
Leveraging advanced data and
analytics, our coordinated care
experience addresses comorbidities,
leading to better outcomes.

Lower total medical costs
Our predictive models and
personalized decision support
helps to reduce the need for
unnecessary interventions.

Sustainable outcomes
By addressing a variety of
factors (e.g., behavioral health,
co-morbidities, lifestyle, social
determinants of health) and
offering behavioral screenings,
physical therapy and pre/post
surgery support we are able
to optimize outcomes.

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Models that are more than just medical claims

We factor in a whole-person approach to care combining clinical, pharmacy, lab, biometrics and behavioral data with social determinants of health to enable truly individualized care that optimizes health outcomes.
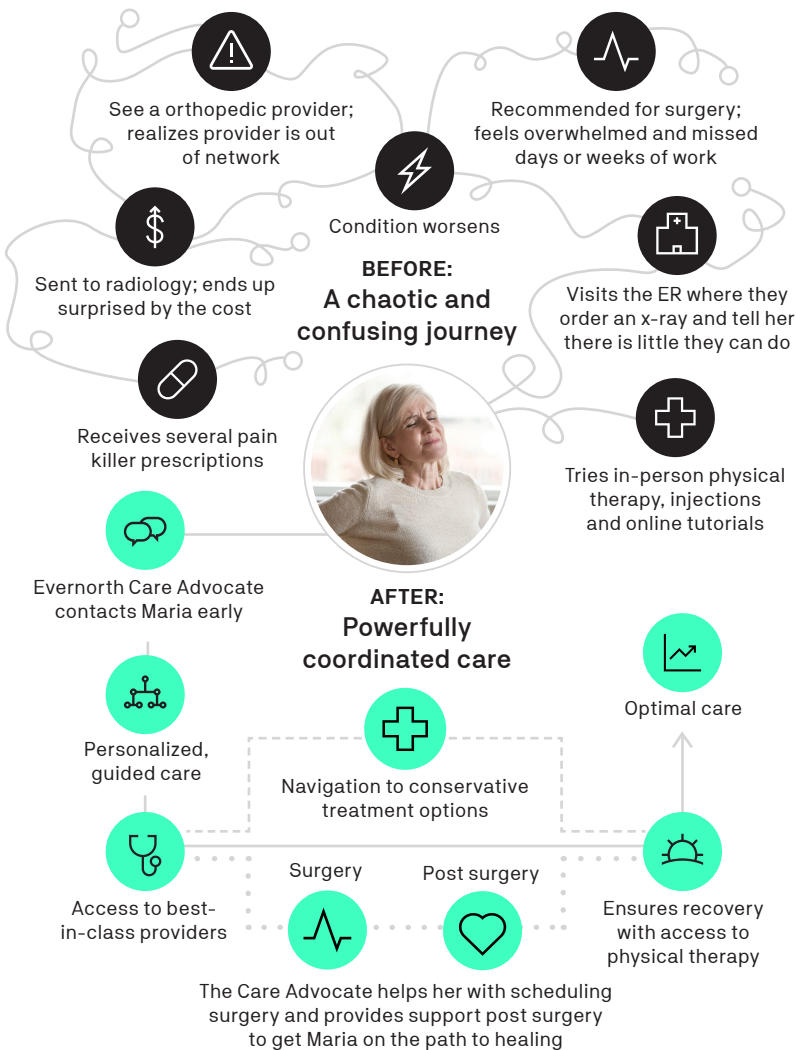
Our models include a social determinants index which factors in if the member is in an under-resourced community where overall health status and utilization may be impacted. The index can improve predictions that identify and prioritize members at increased risk for poor health status and utilization then deploy additional support and resources to them such as transportation and financial help.

As we incorporate all of this data, our current predictive analytics can identify those at risk with a high degree of accuracy. For example, members at elevated risk for back, knee or hip surgeries can be identified about a year in advance with **73%–92% accuracy, so they can take action to avoid surgery.**[1]

Our approach to digital experience is steeped in behavioral sciences to get at the root cause of motivation and drive healthy behavior changes that makes a difference. We understand where members are on their health journey and meet them there so they don't have to find us.

This digitally enabled platform will **deliver a seamless, member experience with omni-channel inbound and outbound touch points** including mobile app, web and telephonic components.

How our guided MSK care makes a difference

See a orthopedic provider; realizes provider is out of network

Recommended for surgery; feels overwhelmed and missed days or weeks of work

Condition worsens

BEFORE: A chaotic and confusing journey

Sent to radiology; ends up surprised by the cost

Visits the ER where they order an x-ray and tell her there is little they can do

Receives several pain killer prescriptions

Tries in-person physical therapy, injections and online tutorials

Evernorth Care Advocate contacts Maria early

AFTER: Powerfully coordinated care

Personalized, guided care

Navigation to conservative treatment options

Optimal care

Access to best-in-class providers

Surgery

Post surgery

Ensures recovery with access to physical therapy

The Care Advocate helps her with scheduling surgery and provides support post surgery to get Maria on the path to healing

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Our approach to MSK navigation and support is key to helping improve member retention and well-being in the workplace.

>1 in 2
adults suffer from a bone, joint or muscle condition[2]

3 Million
years of productive life is lost in the U.S. every year due to back pain[3]

$120
per member per month (PMPM) of spend[4]

#1
chronic condition spend category[5]

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1. Accuracy metric is an "overall model performance measure" in which people are ranked in the right order 80% of the time. For some use cases, the model is set to a True Positive threshold that determines the how much of the target population is predicted and identifies the number of false positives. The model helps to identify "high risk pain/osteo" customers.

2. The Burden of Musculoskeletal Diseases in the U.S.: Prevalence, Societal and Economic Costs (BMUS). www.boneandjointburden.org/. Accessed June, 29, 2022.

3. Payers Have Room for Improvement in Delivering Pain Care, Study Says. (2018). https://www.ajmc.com/view/payers-have-room-for-improvement-in-delivering-pain-care-study-says

4. Evernorth Research Institute. Data based on MSK claims for a large commercial health plan membership over 3+ year period (2018-2021). Includes medical, behavioral and pharmacy spend.

5. Data based on JAMA 2016 data, grown to 2018 using MEPS 2016-2018 total spend CAGR;. Source: JAMA Network: US Health Care Spending by Payer and Health Condition, 1996-2016; MEPS; American Association of Cancer Research, CDC

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