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.
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 touchpoints 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
Recommends 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
Received several pain killer prescriptions

Evernorth Care Advocate contacts Maria early

Tries in-person physical therapy, injections and online tutorials

Optimal care

After: Powerfully coordinated care

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 condition2

3 Million
years of productive life is lost in the U.S. every year due to back pain3

$120
per member per month (PMPM) of spend4

#1
chronic condition spend category 5

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.


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