

**contigo**health



/// Centers of Excellence 360



## THE NEXT GENERATION OF CENTERS OF EXCELLENCE, FROM THE HEALTHCARE INNOVATORS THAT WERE HERE FROM THE START.

### /// The next generation of Centers of Excellence.

Contigo Health, LLC was a pioneer in the Centers of Excellence (COE) category. Now we're bringing all our learning together to make changes that can give members access to excellent care and tailored support from nearly anywhere.

When Centers of Excellence was introduced, it created the path to top-level specialty care for specific episodes in a member's care journey. Today, there's desire for it to do even more. Across the industry, COE has a need—and opportunity—to move beyond one-time surgical solutions and on to whole-person, optimal treatment.

There's call for a COE model that improves the member experience by prioritizing convenience, removing roadblocks and red tape, and helping members get more of the care they need—and less of the care they don't. Fortunately, virtual care options and evolved member expectations make a more flexible yet supportive approach possible.

### Think of it as "Centers of Everything You Need."

Building on the success of Contigo Health's pioneering COE program, we set out to create a contemporary solution that meets today's changing demands and leverages new opportunities.

## Meet the next generation of COE.

The Contigo Health® Centers of Excellence 360 Program gives employers an evolved specialty-care solution designed around the individual needs of health plan members and your business.

### Our COE 360 program is designed to:

- // Address the health plan member's entire care experience—from evaluation through return to daily function to ongoing support—by offering a first-of-its-kind, provider-led, comprehensive guided care journey.
- // Establish greater convenience and flexibility so members can maintain a more normal routine while accessing high-quality, high-value care.
- // Promote care team coordination around an individual's unique medical and psychosocial needs, in consideration of the whole person and all determinants of health.
- // Leverage all available health plan benefits in an integrated approach.

### We do this through:

#### **Individually tailored care plans.**

To ensure the best outcomes, each health plan member's care plan is tailored to their medical and psychosocial needs.

#### **Unwavering quality.**

COE 360 extends access to some of the nation's top specialty medical and surgical providers, through innovative virtual and in-person care.

#### **Virtual & in-person care.**

For greater convenience and less disruption to their lives, when appropriate, health plan members can now get the right care where and when they need it.

#### **Comprehensive, integrated care management.**

Contigo Health is the integrator of the full care team, ensuring secondary medical needs and care history are factored in. Plus all programs in a health plan member's benefits plan are leveraged as needed throughout the member's journey.

## Enhanced COE Programs:

### Substance Use Disorder (SUD) Program

Our Contigo Health® Centers of Excellence 360 Substance Use Disorder Program offers discreet access to high-quality virtual and in-person treatment services for those struggling with substance use disorders. With emphasis on preserving confidentiality, the program extends a full continuum of treatment service options for behavioral and physical health needs, including integration into your existing benefits offering. Treatment is rooted in the latest evidence and best practices and is presented with a seamless transition between different levels of care and both in-person and virtual care options. Contigo Health's nurse care navigator team ensures connection to non-health resources and social services as needed to continue and maintain recovery.

### Cancer Program

We put a powerful advocate in your plan member's corner as we help guide them through the complexities of cancer care and help them make informed decisions throughout their journey. Designed to enable the right diagnosis and the right treatment plan, the program gives members access to leading experts that can collaborate with their existing providers or take the lead in developing a treatment plan. Virtual options can make access to care easier, broaden quality-of-care options, and help balance cost.

### Orthopedics Program

Members have access to a single, comprehensive, evidence-based orthopedic program that includes support for hip, knee, and spine care. The program introduces a thorough approach to individual care plans, which can include nonsurgical care (such as physical therapy and nutrition), and surgical optimization to prepare surgery-appropriate patients for the best results. Designed to help members achieve the best outcomes with concierge support, our orthopedics program guides health plan members through their entire health journey to recovery.

**Additional programs include the Weight Loss Surgery Program and the Heart Surgery Program.**

## We made it easier to adopt the COE program you've been looking for.

COE 360 is standardized for your plan yet tailored to your employees' needs. Let us show you how you can make the next generation of COE a meaningful part of your health plan—all with a bundled price and turnkey implementation.

Contact your account manager today or speak with a Contigo Health Sales Advisor at 330-656-1072.

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