

An Overview of TriWest's Condition (Disease) Management Program

TriWest Healthcare Alliance offers a beneficiary-focused Condition (Disease) Management program designed to help TRICARE West Region beneficiaries with specific conditions take a more active role in their own health care.

TriWest's Condition (Disease) Disease Management program is a prospective, disease-specific approach to improving healthcare outcomes by providing education to beneficiaries in the TRICARE West Region through clinicians who are specially trained in the targeted diseases. Other program highlights include:

- Beneficiaries are identified by the TRICARE Management Activity (TMA) through monthly data sharing and are automatically enrolled into the program.
- The program is an opt-out program. Beneficiaries are contacted by mail and by telephone until they decline to participate.
- Education is provided by registered nurses and a dietician who serve as part of TriWest's Condition (Disease) Management staff.

Who Benefits from Condition (Disease) Management?

TRICARE-eligible beneficiaries suffering from Asthma, Depression, and Diabetes or from Congestive Heart Failure can benefit from participating in the Condition (Disease) Management program. The minimum criteria for enrollment are one or more emergency room visits or one or more inpatient admissions with either of these primary diagnoses.

How Are Participating Beneficiaries Educated?

Beneficiaries actively participating in the program may receive disease-specific educational materials and information in the privacy of their own home by:

- Telephone
- Internet
- Mail

When beneficiaries complete an initial health survey, the primary care manager (PCM) will receive a letter letting them know the beneficiary is an active participant.

There also are several educational documents utilized by TriWest staff when they interact with the beneficiaries. These documents are reviewed at least every six months for accuracy and relevancy by TriWest senior medical leadership. Providers can review the educational materials on the Healthy Living portal located on www.triwest.com.

For more information, please contact TriWest's Condition (Disease) Management staff at 1-888-259-9378 or by fax at 1-866-312-5839.



TriWest Healthcare Alliance provides access to quality health care for 2.7 million members of America's military family in the 21-state TRICARE West Region.