

Using our E3 program, our team Engages, Educates and Empowers each health plan member using personalized recommendations.



## Engage

Each month, members press their button to connect with the Modivcare Monitoring Team at a time that's convenient to them. During the conversation, representatives engage with the member and leverage the LARA (Listen, Affirm, Respond and Ask) method when communicating to ensure member needs are identified.



## Educate

Powered by the Modivcare Monitoring Team's dynamic platform, representatives share messages tailored to each member's unique needs. From tips to support health and well-being to education and reminders about preventive health screenings that they are due to complete, these messages spark conversation and action.



## Empower

Through educational conversations, the Modivcare Monitoring Team often identifies needs to support member action. When members express challenges with getting to and from appointments or understanding their benefits, representatives can seamlessly connect them to plan resources to overcome their barriers to care.

## Resource Coordination

By engaging with members at times that are convenient to them with messages tailored to their specific needs and identifying what they need to take action, the E3 program supports optimized resource utilization and member satisfaction by coordinating resources such as:

- Transportation
- Personal Care Services
- Nutritional Meals
- Medication Adherence
- Appointment Coordination
- Additional Services



# The Outcomes

E3 makes connections to care in innovative ways by prompting action and removing barriers to care, and it works. In past programs, members supported by E3 programs demonstrated success by proving that it engages members tailored messages are delivered at high rates. Those messages and connections to resources drove meaningful action.

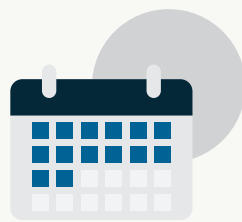
**87%**

of members engaged throughout the program



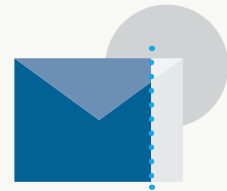
**60%**

of members engaged in any given month of the program



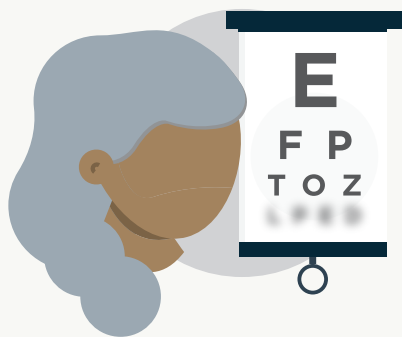
**82%**

of dynamic content delivered to members



**19%**

of members identified as having SDoH needs



**40%**

more total gaps closed

This includes preventive screenings such as eye exams, foot exams, A1C tests, mammography and colorectal exams that drive the HEDIS and Star ratings

**80%**

more colorectal exam gaps closed



**34%**

of members connected to plan support



**20%**

reduction in member churn

