

COMMUNICATIONS YOU MAY EXPECT TO RECEIVE FROM ALERE ON BEHALF OF AVMED HEALTH PLANS

Physician Enrollment report: The practitioner is mailed this report after the first live intervention with the DM Program Participant. The report notifies the practitioner that the patient has been enrolled in an Alere Program and provides the practitioner with written Program information which includes: available services, hours of operation and contact information. It details how Alere works with patients, how practitioners can communicate a complaint, how Alere provides feedback to practitioners regarding their patients and practitioner rights. The report also refers practitioners to the Alere website for a listing of current suggested clinical practice guidelines, which will include approved updates to guidelines.

Pre-visit Report (available for COPD, CAD, Diabetes, and Asthma programs): This report informs practitioners about the conditions of individual patients by faxing a Pre-Visit Report one (1) day prior to the DM Program Participant's self-reported office visit to help manage the office visit. The report will include available self-reported data such as: total cholesterol, LDL, HDL, BP, A1C (if diabetic), tobacco use, medications, and cardiac acuity score (if available). The pre-visit report provides goals for the patient to reach for total cholesterol, HDL, LDL, Blood Pressure, A1C based on national guidelines.

Alert Report (available for HF, COPD, Diabetes, and Asthma programs): This report is sent when, based on specified clinical criteria and/or in the nurse's judgment, the clinical information reported requires a practitioner's review within 24 hours. A nurse calls the practitioner to relay that a report will be sent and to confirm the fax number.

Status Report (available for HF, COPD, CAD, Diabetes, and Asthma programs): This report is sent when the nurse determines that there is clinical and/or psychosocial information that should be transmitted to the practitioner, but does not require review within 24 hours.

Medication Report (available for COPD, CAD, Diabetes, and Asthma programs): This report provides the practitioner information on the medications the DM Program Participant is taking based on PBM data and/or self-report. It is sent when a nurse determines that a DM Program Participant is not taking a class medication.