



VISTA HEALTHPLAN, INC., AND VISTA HEALTHPLAN OF SOUTH FLORIDA, INC., (“VISTA) CONGESTIVE HEART FAILURE DISEASE MAGEMENT PROGRAM

Background

According to the American Heart Association (AHA) and American College of Cardiology (ACC), heart failure affects approximately 5 million Americans, and accounts for 12-15 million office visits and over 6 million hospital days per year. Among Vista’s membership, Congestive Heart Failure (CHF) ranks among the top five chronic diseases.

In an effort to assist our members with CHF in the management of their disease, Vista developed a CHF Disease Management Program. The Program supports the practice guidelines published by the ACC/AHA which can be accessed at: <http://content.onlinejacc.org/cgi/reprint/46/6/e1>

Program Content

The Disease Management Program focuses on monitoring and improving adherence to treatment plans by emphasizing patient education, and actively monitoring those members most at risk for signs and symptoms of decompensation. Besides member education, the cornerstone of the Program is a CardioCom Telescale device, which is installed in the homes of members, who elect to participate in the Program. The daily reports of the CardioCom device are monitored by Vista’s case management nurses, and abnormal results are reported to the member’s PCP and/or cardiologist the same day. The Telescale assesses a member’s weight and administers a questionnaire regarding signs/symptoms of CHF and about diet and medication adherence.

Member Enrollment

Members are identified as potentially having CHF through claims, or through referral by a PCP or specialist, are contacted by phone for confirmation and screening. Members may also self-refer by contacting Vista directly. Participation in the Program by members is voluntary and there is no additional cost to the member. All members receive educational materials about their disease and members at the highest risk receive the CardioCom device as described above.

For more information or to opt out of the Program, or to refer a member, please contact Vista at: (800) 422-7335, ext. 3405; TDD (888) 444-7352, Monday through Friday 9:00 am to 5:00 pm.