

Meet Linda

Chronic kidney disease is a complex, expensive and progressive disease that requires effective care and disease management. Once a patient hits end-stage renal disease (ESRD) - and the resulting dialysis - their quality of life is drastically altered.

Linda suffers from diabetes and hypertension, which has caused her kidney function to deteriorate. She now has stage 4 chronic kidney disease. With the support and assistance of an Optum kidney nurse case manager, she's better prepared for dialysis and can now more effectively manage her kidney health and comorbidities.

Optum offers the support, education, tools and resources from licensed renal care specialists who not only specialize in kidney disease, but are also able to assist members in managing their comorbidities.

Sources

- 1. United States Renal Data System annual report, 2017.
- 2. Commercial end-stage renal disease knowledge deck, 2013-2015,
- 3. Optum Healthcare Analytics CKD program analysis for large and small employers comparing program-eligible members to non-eligible members, 2016.
- 4. Optum Book of business survey results, average from Q1 2017 to Q3 2017.

Linda is a fictitious character used to illustrate programs and services. Stock photo used. Member name and some details changed to protect member privacy.

Optum provides health and well-being information and support as part of a patient's health plan. It does not provide medical advice or other health services, and is not a substitute for a doctor's care.

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Linda's kidney disease journey

Complex medical condition requires effective care and disease management

The Optum® ESRD management program empowers patients to understand their plan of care and reduce complications – especially cardiovascular disease and diabetes. It also provides transplant education, referral for evaluation and information on leveraging community resources.

Yesterday

In the past, Linda would have separate communications with her primary care provider, nephrologist, dialysis center and social worker in order to understand her comprehensive care plan. She would not be as prepared as she could be for the dialysis.



Low-prevalence, high-cost population

1 in 7 adults have chronic kidney disease in the U.S.,1 and it can cost over \$280,000 per patient annually.2

Today

The Optum renal care specialists

possess the clinical knowledge and the experience to help recognize and address the nuances of her care.



Martha, a renal care specialist, calls Linda to inform her about the program. Once Linda enrolls, Martha helps identify her current state and barriers to care. She also answers Linda's questions about medications, her diabetes and how she can proactively plan for dialysis.



24.7% reduction

in in-patient admissions due to clinical intervention³

Managing Linda's care is both time intensive and clinically demanding. Helping patients like her requires specialized renal expertise to help prevent complications.



Martha continues to call Linda monthly to

help review medications and labs, educate on diet and provide additional support.





Martha commits to helping Linda ensure a smooth transition to dialysis. Linda needs help making the decision to have home or in-center hemodialysis. Home dialysis can help Linda improve her health outcomes, as she will dialyze more frequently for

shorter periods of time. In-center dialysis allows trained staff to care for Linda, eliminating the need for her to store and maintain equipment herself. Both in-home and in-center dialysis options are part of the Optum contracted network.

Martha continues to work with Linda to help ensure a steady transition to dialysis. After six months with chronic kidney disease and declining kidney function, Linda starts home hemodialysis with an in-network provider.



Linda discusses her options with Martha and determines that in-home dialysis is the best option

for her. With Martha's assistance, Linda schedules an AV fistula placement with her vascular surgeon to ensure a smooth transition to dialysis.



Linda continues to receive dialysis three times a week.

Outcome

She effectively manages her fluid intake, diet, medications, diabetes and hypertension. She is thankful for the in-home dialysis staff, and she still receives follow-up calls from Martha every month. She, along with 87% of members, indicates that Optum renal care specialists communicate with patients in ways that are easy to understand.4

To learn more about the advantages Optum offers, contact your Optum sales representative.

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