

## Shared Decision-Making Program Focuses on Improving Members' Health Experience

Just like you, we want our members – your patients – to be as informed as possible when making health care decisions. That is why we are now offering a new option to our Medicare Advantage (MA) members to help them decide on and prepare for surgery and recovery.

Welvie My Surgery<sup>SM</sup> (Welvie) is an online, shared decision-making program that supports patient-provider communication. Welvie's six-step program helps our members explore treatment options – both surgical and non-surgical – when considering elective procedures with two or more viable alternatives for a presenting condition.

If the patient and his or her physician decide surgery is the right option for them, the patient can prepare for surgery and recovery with the help of Welvie. The program, available at no out-of-pocket cost to our MA members, includes information, checklists, calendars and tips to prepare for and recover from surgery.

### What You Need to Know

Our MA members are receiving information from us about Welvie and may ask you about it. This program is designed to help improve the patient-doctor relationship and assist in educating the member regarding evidence-based options.

We have included answers to frequently asked questions below. If you have additional questions about the program, please call Welvie at 888-420-9781.

## Questions and Answers

### Welvie My Surgery

#### What is the Welvie My Surgery program?

Welvie My Surgery<sup>SM</sup> (Welvie) is a shared decision-making program that supports patient-provider interaction and preparation for surgery. Although Welvie's program is designed for online users, Welvie also has an option for those that do not use internet-based technology.

#### Who can participate in this program?

Welvie is available to Florida Blue Medicare Advantage (MA) members.

#### What is included in the program?

Welvie's six-step program helps our members learn how to collaborate with their providers to explore treatment options – both surgical and non-surgical – when considering elective procedures. The program helps your MA patients by providing them with the knowledge they need to work with you to make smarter decisions, leading to potentially better outcomes.

#### Will my patients receive a diagnosis from Welvie?

No. The program does not diagnose conditions. All diagnoses and recommendations will come from you or the patient's other treating physicians. At no point in the program is the patient told they should or should not have surgery. Welvie prepares your Florida Blue MA patients to speak with their doctor(s) about topics like their symptoms and what they are trying to achieve from various treatment options.

#### Why is Welvie My Surgery being offered?

The program is being offered to help our MA members become more active in their health care decisions by understanding the options regarding their care.

#### Why should I encourage my patients to use this program?

The program assists your Florida Blue MA patients in making informed choices about their care by helping them:

- Work with their providers to understand their surgical and non-surgical treatment options.
- Understand how to evaluate the risks and benefits of all their treatment options.
- Prepare for and recover from a surgical procedure.

Results of satisfaction surveys completed by past Welvie participants show 95 percent reported that they felt the Welvie program helped them speak with their provider about their treatment options and 97 percent said the program better prepared them for surgery.

#### Why does Welvie focus on non-emergency surgeries?

Welvie focuses on non-emergency surgeries because those are the types of surgeries that allow our members to become involved in the decision-making process regarding options with their doctor.

#### Will my patients' information be kept private/confidential?

Yes, your patients' personal health information will be kept private/confidential.

### Is there a cost to my patient to participate in this program?

This program is available at no out-of-pocket cost to your Florida Blue MA patients.

### What are the six steps of the Welvie My Surgery program?

Welvie My Surgery guides participants through the following six-step surgical decision-making process:

<b>Step 1: Get the Right Diagnosis</b> <ul style="list-style-type: none"><li>• Helping to clearly understand symptoms</li><li>• Getting a better start with the right diagnosis</li><li>• Making the most of your time with your doctor(s)</li></ul>	<b>Step 2: Find the Right Doctor</b> <ul style="list-style-type: none"><li>• Starting off with your primary care doctor</li><li>• Understanding surgeon training and certification</li><li>• Talking to and working with your surgeon</li></ul>	<b>Step 3: Make a Decision</b> <ul style="list-style-type: none"><li>• Understanding treatment options</li><li>• Setting personal treatment goals</li><li>• Analyzing risks and benefits of different treatment options</li><li>• Viewing surgical animations</li></ul>
<b>Step 4: Learn about Hospitals</b> <ul style="list-style-type: none"><li>• Understanding your health care team</li><li>• Selecting the right hospital</li><li>• Understanding the role of the anesthesiologist</li></ul>	<b>Step 5: Prepare for Surgery (to maximize outcomes)</b> <ul style="list-style-type: none"><li>• Getting your body ready for surgery (prehab)</li><li>• Preparing for your trip to the hospital</li><li>• Finding simple solutions to preventing problems</li><li>• Understanding what will happen at the hospital before and after surgery</li></ul>	<b>Step 6: Recover at Home</b> <ul style="list-style-type: none"><li>• Learning what to do when you get home</li><li>• Avoiding and dealing with complications and medications</li></ul>

### Do patients receive a reward for participating?

Yes. To encourage our members to use Welvie, they will receive a \$25 amazon.com gift card for completing the first three steps of the program. This incentive is available once per member per 365 days, although our members may use the program as often as they want.

### How do I refer a patient to the Welvie My Surgery program?

Your Florida Blue MA patients can register at [welvie.com](http://welvie.com). If you have a patient who prefers printed program materials, he or she can make that request by calling Welvie at 888-420-9781.

### My patient is having problems accessing the program online. What should they do?

Your patients can call Welvie at 888-420-9781 or email [customerservice@welvie.com](mailto:customerservice@welvie.com) for help with technical issues or questions about the program.