HealtheNotes is a communication tool utilizing the eSync Platform. HealtheNotes is designed to inform providers and engage your members using personalized information. They can then develop care recommendations for improving member health and delivering a reduction in overall medical spending.

Americans get only 54.9 percent of the recommended health care as determined by National Guidelines and Evidence Based Medicine according to a national survey.¹ HealtheNotes addresses these gaps in care and proactively identifies upstream opportunities to improve health. By synchronizing claims and other information, HealtheNotes gives physicians a 360-degree view of their patients and allows a more proactive approach to treatment.

Drawing on our close collaboration with thousands of providers across the country, HealtheNotes helps expand clinical knowledge, identify care opportunities, inform providers, engage patients and improve health.

HealtheNotes communications give providers a more complete view of their patient’s health and identifies specific opportunities that address your organization’s health care needs.

Did you know...

An internal study reviewing claims of over 200,000 individuals over a six month period found a 20 percent increase in gap closure over spontaneous closure when HealtheNotes was added to Case Management and Disease Management programs.
HealtheNotes offers:

**Timely notifications sent via:**
- Mail.
- Consumer and provider portals.
- Secure email.
- Mobile phone.
- Telephone.

**Engaging communications for consumers:**
- Consumer-centric communications.
- Patient specific opportunities.
- Seasonal tips.
- Questions to help consumers engage with their physicians.
- Information on how to engage with NurseLine or other health and productivity management programs.

**Informative communications for physicians:**
- Identifies care opportunities specific to members.
- Provides clinical reference.
- Includes feedback mechanism.
- Informative but respectful, enabling provider autonomy and judgement.
- Mailings go to the prescribing or treating physician as well as the primary care physician (if they are different).

**Comprehensive reporting for clients:**
- Identifies health care opportunities.
- Tracks the number of member communications.
- Tracks physician communications.
- Tabulates gaps closed.
- Tracks gaps remaining.

HealtheNotes is the innovative solution to inform providers and physicians with synchronized information resulting in reduced health care costs. Through our personalized communications, tools and support, HealtheNotes empowers your employees to live a healthier lifestyle resulting in an overall boost in productivity.

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**Contact us today.**
To learn more about the UnitedHealthcare eSync Platform, contact your UnitedHealthcare representative.

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Introducing the eSync Platform from UnitedHealthcare. eSync is a proprietary technology that synchronizes health care management and delivers personalized health management solutions. It works on individual and community levels to improve population health and proactively create a culture of wellness.

The eSync Platform synchronizes the processes to identify and segment populations, as well as execute clinically robust, but highly personalized health management programs. It provides tools and communications to activate employees, engage providers and help health care plan administrators monitor and measure outcomes.

The eSync Platform enables members to get to the right provider, receive the best care, take the right medication and live the right lifestyle. This delivers higher productivity, significant total cost savings and more engaged members.

Motivating health care through synchronization.

Right Provider > Right Care > Right Medication > Right Lifestyle

Historically, it was popularly believed that integrating many services delivered the best consumer experience. It takes more than just integration of services and data to create a culture of health, it takes action. The eSync Platform is built upon the principle of synchronization, which goes well beyond integration. Synchronization brings medical histories, personal preferences and lifestyle choices together with health care systems to develop an effective, simple, personalized action plan that actually creates health care value.

At eSync’s core is an information-driven perspective to health management. It gives members access to an array of online and offline wellness tools, quality and efficiency rated providers, real-time referrals and other valuable services for the best health care experience possible. It’s more than integration. It’s synchronization.

Did you know...

Americans get only 54.9 percent of the recommended health care as determined by National Guidelines and Evidence Based Medicine according to a national survey.¹ eSync enables physicians to have a total health scope of not only their patient but hundreds of patients like them. This allows for a proactive approach to health care with the ability to head off potential problems before they occur.

Early detection can prevent more serious complications from developing and reduce costs by up to 50 percent.²
Synchronization delivers the personalization you and your members deserve.

The eSync Platform is the proactive way to bring your company—and every member in it—to a more healthy and productive state of mind. By constantly synchronizing data from across your population, it develops holistic member views and proactively identifies health care opportunities.

Total population health monitoring – gain access to more diverse and frequent data across your entire population, including claims, lab, pharmacy, behavioral and segmentation information.

Proactive identification of health care opportunities on a daily basis – identify potential member health issues and intervene before major health events occur.

Heightened consumer engagement – empower consumers to manage their health with personalized information delivered via multiple communication modes.

Stronger provider alliances – facilitate collaboration among providers with whole-member views, care recommendations, data sharing, incentives and referrals.

Measurement of total health care value – gain a clear view of your health care investment through consolidated reports that include operational, activity and economic performance.

The eSync Platform works on individual and community levels to create a culture of health. It is a proactive approach that will save your organization money and empower your members to receive the right care, find the right provider, take the right medication and live the right lifestyle.

Contact us today.

To learn more about the UnitedHealthcare eSync Platform, contact your UnitedHealthcare representative.


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