

ProgenyHealth Program FAQ

Harvard Pilgrim has partnered with ProgenyHealth, a mission-driven company that helps ensure infants admitted to the Neonatal Intensive Care Unit or Special Care Nursery (NICU) get the right care in the hospital and come home at the right time to a supported, empowered caregiver/family.

Pediatrician Dr. Ellen Stang founded the company in 2003 to address the need for improved care management and health outcomes for these vulnerable newborns. Doing so successfully requires a comprehensive, member-centric Utilization Management and Case Management program, executed by NICU specialists, adaptable to changes in the healthcare system, and aligned to provide the individualized support needed to drive the best possible infant health outcomes.

ProgenyHealth's team includes neonatologists, pediatricians, nurses, and social workers with a deep understanding of the latest evidence-based criteria, special knowledge in lactation, and the protocols needed to manage the care of medically complex newborns.

10% **OF ALL BABIES IN THE U.S. ARE BORN PREMATURE**
according to 2018 research from the
Centers for Disease Control and Prevention

ProgenyHealth offers



singular focus and specialized expertise, enabling employers to provide critical support to employees in their time of need



reduction of financial risk from costly claims

Benefits to the employer

Cost Containment – Through a specialized approach to NICU utilization review, ProgenyHealth can ensure that:

- Care is efficient and authorized at the appropriate levels, and that the corresponding claims are consistent with the approved charges. The result is reduced risk from what is one of the most common stop-loss claims.
- Support is provided for the caregivers/family, which is as important as care for the infant and influences the total cost of the case during and after the hospital stay.

A Benefit Employees Will Truly Value – When employees are going through one of the most difficult life events anyone will ever encounter, employers can “be there” in a very true and appreciated way via the ProgenyHealth program. It offers:

- Comprehensive support, encompassing the common clinical, social, and emotional challenges of NICU families, beginning when the infant is admitted to the NICU and continuing at home.
- A trusted navigator with a NICU background to explain the details of each case and help families make informed decisions. This valued education empowers families caring for the unique needs of their premature and medically complex newborns.

It also helps employees return to a “normal” life sooner, reducing their stress and aiding workplace productivity.

Turn over for frequently asked questions.

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

How is the program paid for?

A one-time case rate is incurred in the month that the NICU baby is born. This rate covers all ProgenyHealth Utilization Management and Case Management services, regardless of the intensity of need. This one-time case rate is only incurred when a newborn is admitted to the NICU and is paid in addition to all claim payments owed by self-insured accounts in connection with such a case.

What does the employer / HR need to do to access the program?

Nothing. The program is pre-set so that ProgenyHealth will promptly reach out to both the families and providers as soon as notification is received from Harvard Pilgrim that a new NICU admission has occurred. We recommend and encourage employers to educate employees, especially pregnant ones, about the ProgenyHealth program via appropriate internal benefits communications to build awareness of the program proactively, which helps increase program enrollment rates among eligible employees.

Who receives Case Management and when does the service begin?

Case Management is offered to caregivers for all newborns in the ProgenyHealth program who are admitted to the NICU. The first outreach to a caregiver occurs within 48 hours of notice from Harvard Pilgrim. The early connection established by the ProgenyHealth Case Manager contributes to many impactful quality and fiscal outcomes. ProgenyHealth's dedicated Case Manager is assigned to the caregiver and will work with that person throughout the contracted duration of the program.

What is the message to employees upon outreach?

The ProgenyHealth Case Management lead reaches out to the caregiver within 48 hours of notice from Harvard Pilgrim and introduces herself/himself to the families as "ProgenyHealth, a benefit of Harvard Pilgrim Health Care."* The lead explains how ProgenyHealth is there to help the caregiver through the NICU experience, confirms that they are open to participating in the service, and then, as appropriate, provides insights and begins engagement in the Case Management program.

*Please note that ProgenyHealth is a medical management program that provides services related to NICU management that are covered in accordance with the Harvard Pilgrim policy.

What cost drivers does ProgenyHealth focus on?

The service is aimed at helping to improve these NICU cost drivers:

- **Length-of-Stay** – by verifying number of days billed vs. authorized
- **Level-of-Care** – by assuring the billed charges match the clinical levels-of-care authorized
- **Diagnostic Severity** – APR-DRG (all patient refined diagnosis related groups), with over 100 targeted codes that are reviewed and documented to help eliminate up-coding.

ProgenyHealth's singular focus and specialized expertise enables employers to provide critical support to employees in their time of need while reducing the financial risk from costly claims.

Questions? Please contact your Harvard Pilgrim account executive or broker.