



MASSACHUSETTS

GI CARE: OSHI HEALTH

Personalized care and support for members with gastrointestinal conditions

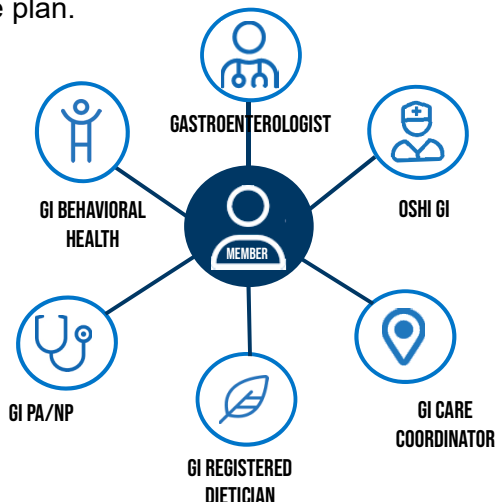
GI conditions affect one in four people¹. Our members want additional, convenient virtual options in between visits with their regular PCPs and specialists to engage with a health care provider when needed. That's why we're offering our members a virtual GI practice, Oshi Health, to serve as an extension of the member's care team.

WHY OSHI HEALTH

Oshi supports you and your patients by:

- Offering quick virtual access to appointments (within two to three days) with an integrated care team between visits with their regular providers.
- Expanding access to proven dietary and behavioral management of chronic GI issues.
- Providing smooth clinical care coordination between Oshi and your practice.
- Improving physician experience and decreased administrative burden.

Oshi's multidisciplinary clinical support team consists of GI-specialized physician assistants or nurse practitioners, dietitians, GI behavioral health specialists, and care coordinators overseen by board-certified gastroenterologists. They follow a joint care plan.



Outcomes

- 92% of patients achieve symptom control within an average of under four months².
- Reductions in ER visits, avoidable or duplicative procedures, imaging, and high-cost medication use.
- Oshi's support for more complex patients allows GIs to spend time with other patients.
- 98% patient satisfaction with the Oshi care team.

Who can benefit

- Patients with any GI problem, including:
 - Celiac disease
 - IBS
 - Inflammatory bowel disease (IBD)
 - Undiagnosed symptoms, or functional overlap with complex structural GI conditions.
- Our members in these plans:
 - Commercial HMO/POS (referral required)
 - Commercial EPO and PPO.*

*Does not include Federal Employee Program members.

¹ Prevalence and Financial Burden of Digestive Diseases in a Commercially Insured Population, NCBI.

² A virtual integrated care program improves patient outcomes, engagement, and satisfaction at reduced costs: a prospective trial. Results of a clinical trial conducted in partnership with a national health plan, presented at the 2022 IHI Forum and 2023 ATA Annual Confer-



OSHI'S CLINICAL PROGRAM

Oshi uses nationally recognized, evidence-based guidelines for GI care. For newly referred patients, there's a three-phased approach to treatment.

1 First phase: Assessment & diagnosis

One to two E/M visits to assess and diagnose the member's condition conducted by a nurse practitioner or physician assistant. (In simple cases, treatment may be offered in this phase and the patient may be done.)

2 Second phase: Whole person therapy

Care plan lasts four to twelve months and includes:

- Symptom improvement or control
- Multi-channel communication (video, phone, in-app chat)
- Unlimited visits with dedicated care team for up to 12 months from initial visit.

3 Third phase: Ongoing maintenance

Members can continue to receive care to maintain their new, healthier baseline

Progress reports shared with the PCP or GI

At a regular cadence beginning with enrollment, Oshi coordinates with primary care and specialists to share clinical progress notes through medical record-sharing including:

- Relevant monitoring lab & clinical.
- One-on-one consultations on mutual patients
- Labs, if needed, through a local area clinical laboratory
- Progress toward achieved goals.

Oshi communicates key milestones and index events, such as hospitalization, with the PCP or GI provider.

When patients are referred back to treating providers

Oshi refers members back to their treating providers for:

- Procedures.
- Urgent or emergent care. Oshi coaches advise members with emergent symptoms to seek care and will alert their Oshi provider.

For More Information



Visit bluecrossma.com/provider to learn about Oshi Health and other care solutions. Or contact your network management representative at: **1-800-316-BLUE(2583).**



Providers can contact Oshi Health by email at carecoordinator@oshihealth.com.



Members can enroll or learn more about Oshi at oshihealth.com/bluecrossma.