



MASSACHUSETTS

# GI CARE: OSHI HEALTH

## Personalized care and support for members with gastrointestinal conditions

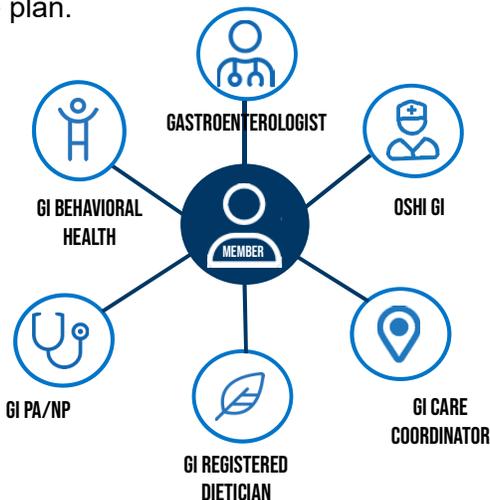
GI conditions affect one in four people<sup>1</sup>. Our members want additional, convenient virtual options in between visits with their regular PCPs and specialists to engage with a health care provider when needed. That's why we're offering our members a virtual GI practice, Oshi Health, to serve 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 months<sup>2</sup>.
- 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.

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

<sup>2</sup> 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](https://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](mailto:carecoordinator@oshihealth.com).



Members can enroll or learn more about Oshi at [oshihealth.com/bluecrossma](https://oshihealth.com/bluecrossma).