Premera Blue Cross Blue Shield of Alaska Newborn program is designed to improve clinical outcomes for infants admitted to the Neonatal Intensive Care Unit (NICU) and to help families prepare for their new caregiver roles. The program also improves financial outcomes for health plans, employers and government partners by impacting the length of stay, level of care, readmissions, and outlier cases.

Premera partners with Alere to offer the Newborn program that has been recognized as the industry’s benchmark, and is accredited by URAC for Utilization Review and Case Management.

**The Program**

**Case Identification:** NICU cases are promptly identified and enrolled into the program with a multifaceted identification approach enabled through a secure web portal.

**Clinical Collaboration:** Alere’s onsite telephonic care managers (NICU nurses) and medical directors (board-certified neonatologists) work collaboratively with hospital clinical teams throughout the entire trajectory of care.

**Family Engagement:** Alere care managers work closely with the family throughout the infant’s NICU stay, promoting active engagement in their infant’s care by providing:

- **Support:** Psychosocial & emotional support
- **Education:** Parental education using Alere Baby Steps and American Academy of Pediatrics materials
- **Resource Coordination:** Identify community resources, as necessary, for effective ongoing care as needed
- **Discharge Planning:** Early discharge and future care planning for the infant to facilitate a smooth transition home
- **Follow-up:** Ongoing progress review after discharge to help ensure infant and family are stabilized

**Program Goals**

**Continuity of Care:** The Alere clinical team provides consistent care management and positive provider relationships – from NICU admission through discharge home – even if clinicians and facilities change repeatedly.

**Reduced Clinical Variation:** Alere’s clinical database provides a solid foundation for evidence-based clinical practice.

**Family Empowerment:** The Alere care manager promotes early and active family engagement with the plan of care and progress of the infant.

**Financial & Actuarial Value:** The program helps to reduce NICU costs and increase client understanding of the costs incurred.

**Ongoing Support**

Alere continues to follow and support the infant’s and family’s progress after the discharge to provide:

- Post-discharge continuity and support for two weeks after discharge
- Access to 24/7 phone support from NICU RN care managers

Premera partners with Alere to offer the Newborn program that has been recognized as the industry’s benchmark, and is accredited by URAC for Utilization Review and Case Management.
Premera Newborn Care Management

Premera Delivers:

• Average length of stay reduction of 8 to 12 percent
• Recommended level of care to clinically appropriate levels
• Readmission rates below national benchmarks
• High member satisfaction
• Early and reliable prediction of NICU lengths of stay

Highly Experienced NICU Care Managers

• NICU RN care managers
• Average NICU experience: 14 years
• Case load: 10–15 patients

Proprietary Tools, Individual Care Management Plans

• Neonatal Clinical Management Guidelines
• Family education materials (Baby Steps, PreMi Grid, Anticipatory Guidance materials)
• Research publications
• Predictive LOS modeling

Board Certified Neonatologists and National Consultants

• Board-certified neonatologist medical directors
• Clinical Advisory Board of practicing neonatologists

Robust NICU Database Web Portal, Analytic Tools

• NICU clinical database with more than 190,000 cases
• Care managers track >300 clinical data variables
• Proprietary prediction tools

For more information on the Newborn Program, please contact your Premera account manager.