SUPPLEMENTARY DATA

The California Department of Health Care Services (CDHCS) conducted a CMS approved pilot disease management program for Medi-Cal (California Medicaid program) fee-for-service adult beneficiaries with a diagnosis of diabetes and other selected chronic conditions from September 1, 2007 to August 31, 2010 (17). A vendor was selected through a competitive procurement process to provide telephonic disease management services to the targeted populations in Alameda and Los Angeles Counties (17). Eligible beneficiaries were enrolled in the program unless they opted-out or met certain exclusion criteria (e.g., cancer diagnoses, etc.). The vendor assigned about 50% of participants to Risk Level One (the lowest risk group); and approximately 30% and 20% of the population to Risk Levels Two and Three, respectively. Members in Risk Level One would have an engagement status of On Demand/Member Risk Level Not Managed; they had access to a 24 hours a day, 7 days a week (24/7) nurse advice line and received educational mailings, but were otherwise not contacted by the vendor. In contrast, members in Risk Levels Two and Three were eligible for outbound nurse calls. These members were either "engaged" into an active intervention with regular disease management nurse contact, or were changed to a non-active status at the member’s request. In total, the vendor placed or received 146,426 total calls, and the majority of calls (107,082) were placed to individuals in Risk Levels Two and Three. The vendor attempted to contact more than 99% of engaged members for a telephonic assessment; however, only 72% of these members successfully completed an assessment. More than 90% of Risk Level Two and Three beneficiaries received at least one call. However, the majority of those who were ever contacted received only one call, with a median of three calls per person over their full duration of eligibility. The precise frequency, timing and methods of telephonic intervention from the vendor varied according to proprietary guidelines for each disease group and risk level.