

Help Patients Manage Their Heart Disease



Health Net®

YOU PLAY A KEY ROLE IN THEIR HEALTH

The goal of the Heart Failure Management Program (HFMP) is to improve the health of patients with heart failure diagnosis. These patients have very high morbidity and mortality rate.

Use the outline below as a guide for:

- Best practices to manage and evaluate your patients' disease.
- Treatments and medications to use for each stage of heart failure.
- Tips to share with your patients.

Start with the Summary of Heart Failure Guidelines



- 1 Obtain detailed history including a review of all symptoms that may suggest heart failure.** Examine the patient and determine what additional diagnostic tests are needed.
- 2 Come up with diagnosis.**
 - a. Apply the appropriate New York Heart Association (NYHA) classification.
- 3 Address common factors that precipitate heart failure decompensation.**
 - a. Minimize use of medications that may cause or exacerbate heart failure.
- 4 Based on clinical presentation, stage and NYHA classification determine appropriate goals and strategy for treatment.**
 - a. Adjust medication treatment based on stage.
- 5 Review the drugs and doses commonly used for heart failure patients.**
- 6 Refer to hospital discharge best practices and apply recommendations as needed.**
- 7 Review patient recommendations to educate and enable patients to self-manage their disease.**

(continued)



You are best qualified to make health care recommendations

- Review your patient's current therapy and consider what changes may be helpful based on the Summary of Heart Failure Guidelines.
- If you feel a change in medication is appropriate, discuss the change with your patient before sending a new prescription to the pharmacy.



Non-medication treatment

- Offer resources to patients, such as the American Heart Association (AHA) website at www.heart.org. There are many topics and tips for heart failure patients.
- Explain how important medication adherence is for their treatment.
- Go over how they can have a heart-healthy lifestyle.



Comprehensive medication management (CMM)

For patients at high risk of having heart failure decompensations, Health Net* will assign a clinical pharmacist to provide CMM. Identified members are sent details on:

- Recognition of early signs and symptoms of heart failure decompensations.
- How important medication adherence is for treatment.
- Education about their disease.
- Self-management tools.

THE PHARMACIST ALSO REVIEWS MEDICATIONS TO:

- Ensure members are receiving appropriate heart failure guideline directed management and therapy (GDMT).
- Reach out to providers with more therapy recommendations.

This service and any follow-up are provided via telephone.



Referrals

Providers can refer their patients to Care Management (CM) based on their patients' needs.

Go to the Provider Library under Forms to find a copy of the Care Management Referral Form. Submit the form to Care Management as indicated.



Questions on medications

Contact the **Clinical Pharmacy Department** at **1-800-782-2221**.

Questions?

Contact Provider Relations via email at HN_Provider_Relations@healthnet.com

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