



**METAPHYHEALTH**

VIRTUAL PATIENT MANAGEMENT

# The GI Problem

Our Physicians Share a Problem



- GI patients have several GI-related chronic conditions that need to be managed.
- GI's are **too busy**, and routine management is **not profitable**.
- GI's need more **income repair** options.

# The Solution

MetaPhy Virtually Manages GI Patients



MyCare  
Program

MetaPhy virtually manages GI patients through our MyCare Program.

# MyCare Program

Chronic Care Management (CCM)

## MyCare Coordinator



Virtual  
Care Team

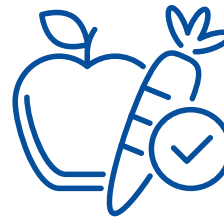


Medication  
Management



Care  
Coordination

## MyCare Journey



Educational  
Wellness E-Course

## MyCare Device



Remote  
Monitoring

# Chronic Care Management

GI Conditions We Manage Virtually

- Fatty Liver Disease
- Fatty Liver Risk Factors:
  - Obesity
  - Hypertension
  - Hyperglycemia
  - Hyperlipidemia
  - Diabetes
- Irritable Bowel Syndrome (IBS)
- Inflammatory Bowel Disease (IBD)
- Ulcerative Colitis
- Crohn's Disease
- GERD



# How The Program Works



## 1 EXTENSION OF YOUR PRACTICE

MetaPhy is a physician services company providing chronic care management on behalf of the physician practice so that your patients can stay on track with their health goals in between regular office visits.

## 2 IDENTIFY QUALIFIED PATIENTS

The practice will provide patient reports going back 12 months. MetaPhy will then scrub those reports to identify patients who qualify based on insurance and DOS.

## 3 PATIENT OUTREACH

Qualified patients will receive a letter, text, and/or email letting them know about the program. Patients can expect no more than 3 initial outreaches.

## 4 ENROLL PATIENTS

Patients who verbally consent to the program will complete an initial health assessment with their Care Coordinator to develop a patient-specific care plan.

## 5 VIRTUALLY MANAGE PATIENTS

Patients will participate in the MyCare Program for up to 24 months, or until they no longer need help managing their conditions and are ready to graduate from the program.

## 6 MONTHLY PROVIDER REVIEW

The program is conducted under your providers' general supervision. Providers must review and sign off on care plans each month.

# How Do Patients Qualify



Medicare or Medicare advantage plan



2+ chronic conditions (at least 1 GI-related)



Seen in clinic within the last 12 months with an initiating visit



Can't be enrolled in competing CCM program



Completely voluntary

# How Do Patients Enroll



## METAPHY OUTREACH

- Data pull from EMR
- Initial letter, text, and email to qualifying patients
- Follow-up phone call



## DIRECT REFERRAL VIA EMR

- Providers refer patients **during an initiating visit.**
- i.e. Utilize EMR task group called “MetaPhy Enrollment Referral” to have MetaPhy Care Coordinator to reach out following the patient's appointment





# What The Patient Can Expect

## Chronic Care Management



### MyCare Coordinator

Monthly calls with their Care Coordinator to check in, review their care plan, and discuss their progress in the MyCare Journey. This includes lifestyle coaching, education, motivation, care coordination, and medication management. Care Coordinators also have access to specialists such as our Registered Dietitian, Exercise Physiologist, and Physician Assistant.



### MyCare Journey

A 24-month educational e-course covering nutrition, fitness, and motivational topics that are delivered to patients on a weekly basis through videos, interactive games, and other online resources. These tips for incorporating healthier choices in the patient's daily routine are all provided electronically via text or email.



### MyCare Device

If patients have a qualifying BMI, they are eligible to receive a preconfigured digital scale that automatically transmits their weight data back to their Care Coordinator. This helps the Care Coordinator more accurately track patients' progress.



# The Monthly Process

Repeats Each Month

## MyCare Program

### STEP 1

MetaPhy Enrolls  
Patients in MyCare Program



### STEP 2

MetaPhy Documents Care &  
Communication with Patients



### STEP 4

Practice Bills  
Medicare & Collects



### STEP 3

Providers Review &  
Sign Off on Care Plans

# Who Manages The Patients

Virtual Care Team (VCT)

## VCT IS MADE UP OF:

- LPNs, MAs, RNs, and PAs
- Registered Dietitian
- Exercise Physiologist
- Patient Experience Team
- Quality Control Team



# What MetaPhy Does

Internal Program Process



1

QUALIFY PATIENTS

2

PATIENT OUTREACH

3

VIRTUAL PATIENT MANAGEMENT

4

UPDATE CARE PLANS

5

PROVIDE BILLING REPORTS & CARE PLANS



# What Practice Does

## Program Process



1

PROVIDE EMR ACCESS

2

INITIATING VISIT WITH PATIENT

3

REVIEW & SIGN OFF ON CARE PLANS

4

BILL & COLLECT

5

PROVIDE GENERAL SUPERVISION



# How to Make the Most of Your Program

Provider Engagement is a Key Component to Success

## 1 INITIATING VISIT

Tell your Medicare patients about the program, give them a flyer, and let them know that a Care Coordinator will be calling them to follow up. A little bit of encouragement from the provider goes a long way in the overall success of the program!

## 2 REVIEWING CARE PLANS

Review and sign off on your patients' care plans each month. Please note that this is low-level clinical content based on diet and exercise, and therefore does not typically require a lot of in-depth, time-consuming review.

## 3 GENERAL SUPERVISION

Provide any relevant feedback to MetaPhy regarding which patients are enrolled in the program, as well as the specific care and guidance that is being given to patients on your behalf.

**Engaged Providers = Engaged Patients**

# Meet The Team

Please Save These Contacts



**LISA HARRIS**  
**VP OF PROGRAM OPERATIONS**



**KARL WEYENBERG**  
**ACCOUNT MANAGER**

Primary Program Contact  
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**MIRA JACKSON**  
**REVENUE CYCLE MANAGER**

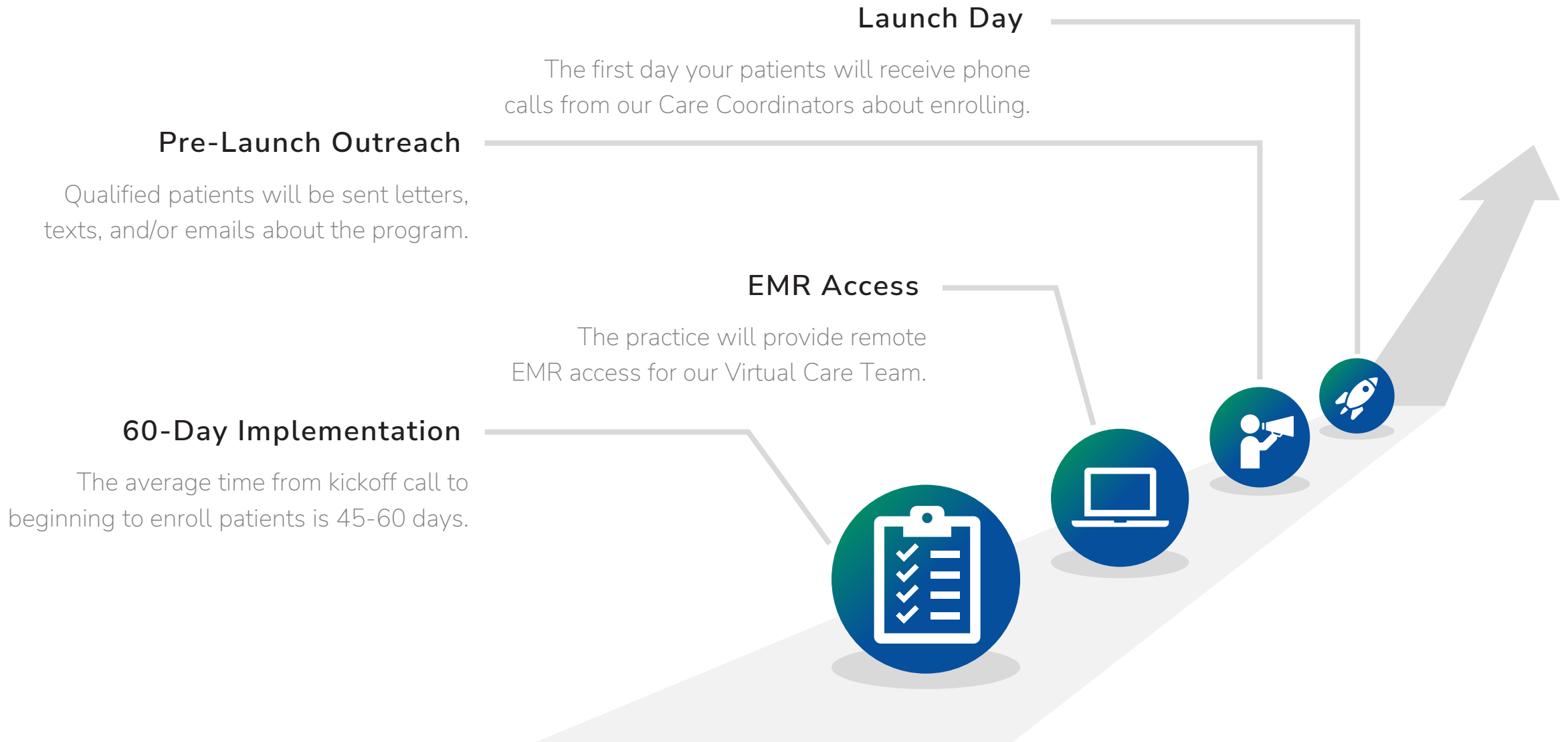
Primary Billing Contact  
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**CAILIN FOERSTER**  
**PROGRAM OPERATIONS  
COORDINATOR**

# Launch Timeline

## Four Primary Steps







**QUESTIONS?**