



**Neighborhood
Health Plan™**

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FOR IMMEDIATE RELEASE

**NHP Launches New Comprehensive Community-Based Initiative
to Promote Health of At-Risk Members, Prevent Costly Hospitalizations**

Program Builds on NHP's Award-winning Social Care Management Efforts

June 1, 2016 (BOSTON) – Neighborhood Health Plan (NHP) today launched an innovative new program with an industry-leading staffing model to identify and address the complex needs of critically at-risk members who account for a large percentage of emergency room visits, lengthy hospital stays, and other acute interventions that contribute to the rising cost of health care.

Under the new “Neighborhood Care Circle” program, four multi-disciplinary teams, working mostly in the communities where members live, and supported by NHP clinical specialists, will target the most vulnerable and difficult to reach members who often suffer from chronic conditions and behavioral health issues. NHP estimates that less than 1 percent of its members are responsible for as much as 20 percent of health care spending.

Once members are designated for special care, the Neighborhood Care Circle teams will then arrange for services available within the community to help them recover and stay healthy so as to prevent costly interventions later, such as emergency room visits and hospital admissions.

Each team of care managers will work with as many as 125 at-risk members to help them apply for jobs, secure housing, arrange for transportation to keep doctor appointments, take needed medications, and locate community resources that meet their particular medical or behavioral health needs.

Visiting members in their homes, in the hospital, in shelters or wherever else they may live, Neighborhood Care Circle teams will also coordinate with doctors, pharmacists, addiction specialists, nutritionists, physical therapists, and other clinicians to devise a personalized care plan appropriate to a member’s specific needs.

“This new community-based model supports NHP’s long-standing belief that a holistic approach to health care, which takes into account all of the issues in our members’ lives is not only the best way to promote health and wellness, it’s also

the most cost-effective,” said NHP Chief Medical Officer Dr. Paul Mendis. “People have many different social and behavioral health needs that in one way or another impact their physical health. By closing these multiple loops, NHP hopes to create a ‘care circle’ rooted in the neighborhood that enables our members to lead happier, healthier lives.”

The new Neighborhood Care Circle initiative builds on the recognized successes of NHP’s award-winning Social Care Management Program, which was a 2016 recipient of a Decision Health Case in Point Platinum Award presented by the Case Management Society of America, an organization that works to improve care, reduce costs, and encourage patients to take greater responsibility for their personal health.

About NHP

Neighborhood Health Plan ([NHP](#)) is an NCQA-accredited, not-for-profit health plan that provides coverage to over 430,000 commercial and MassHealth members. For 30 years, employers, individuals, and families across Massachusetts have turned to NHP for health care coverage that is both high-quality and affordable. NHP is known for plans that are easy-to-understand and manage. Members have access to a robust network of top doctors, community health centers, and academic and regional hospitals. Founded in 1986 with a commitment to promote health equity for members within the diverse communities we serve, NHP’s service and care management programs today continue the tradition of personalized and high-quality care. NHP is a member of Partners HealthCare.

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