

OAT Tier 1 and Tier 2 Message Flows

Table of Contents

Overview.....	1
Enrollment Flow.....	2
Message Flow for all Tier 1 and Tier 2 Enrollees.....	3
Key Enrollee Flow Items.....	3
Enrollee Detailed Message Flow.....	4
Enrollee Flow Diagram.....	5

Illustration Index

Illustration 1: Enrollment by mail, text or web.....	2
Illustration 2: Message Flow for all Tier 1 and Tier 2 enrollees.....	5

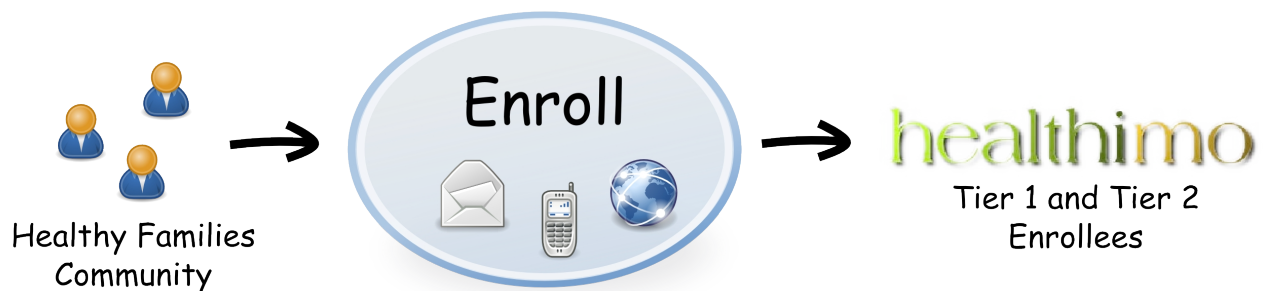
Overview

1. These message flows support the OAT Tier 1 and Tier 2 use cases
 1. enrollment
 2. education
 3. request for profile information (Zip Code, Disease Interest, etc.)
 4. request for measures use cases (HEDIS, A1c)

Enrollment Flow

1. Enrollment from USPS forms, Text HEALTHY to 25827 and the web give us different levels of profile information on sign up.
 1. Any profile information still needed is gathered via message requests in the Enrollee Message Flow

Step One - Enrollment by mail, text or web



Mail in enrollment from rural clinic
Rural Enrollment form - zip, health condition and detailed profile information



Text HEALTHY to 25827
Text Enrollment - phone number only



Enroll on hfstx.org
hfstx.org Enrollment - email, zip and health condition interest

Illustration 1: Enrollment by mail, text or web

Message Flow for all Tier 1 and Tier 2 Enrollees

Key Enrollee Flow Items

1. messages to enrollee and any of their self selected supporters
 1. usps messages are 1x per month, following same flow
 2. for email and text,
 1. messages are ~ every four days
 3. if zip or disease interest are needed, they are requested ~ every 2 wks
 4. requests for information are every 1-2 wks (HEDIS and A1c)
 1. via email
 2. via usps; education + response form
 3. to patient
 4. to 'friend'
 5. every four days (usps every four weeks)
 6. if have disease profile, use that else general wellness

Enrollee Detailed Message Flow

1. do we need your zip?
 1. (tier 1)
 2. general education
 3. ask for zip code
 4. done
2. do we need your disease interest?
 1. (tier 1)
 2. general education
 3. ask for disease interest
 4. done
3. disease interest is not diabetes?
 1. (tier 1)
 2. general education
 3. done
4. disease interest diabetes?
 1. (tier 2)
 2. diabetes specific education
 1. questions that will address self reported HEDIS measures
 2. both with education and requests for self reported data
 1. % patients > 1 a1c per year
 2. % patients w/ highest risk glucose level
 3. % assessed for nephrology
 4. % receiving a lipid profile once in 2 yrs
 5. % with ldl cholesterol of < 130 mg/dl
 6. % with blood pressure of < 140/90
 7. % receiving periodic dilated eye exam
 8. % receiving annual foot exam
 9. % receiving counseling on smoking cessation
 3. a1c questions
 1. HEDIS above for frequency, plus +
 2. self reported a1c date and value

3. done

Enrollee Flow Diagram

Message flow for all Tier 1 and Tier 2 enrollees

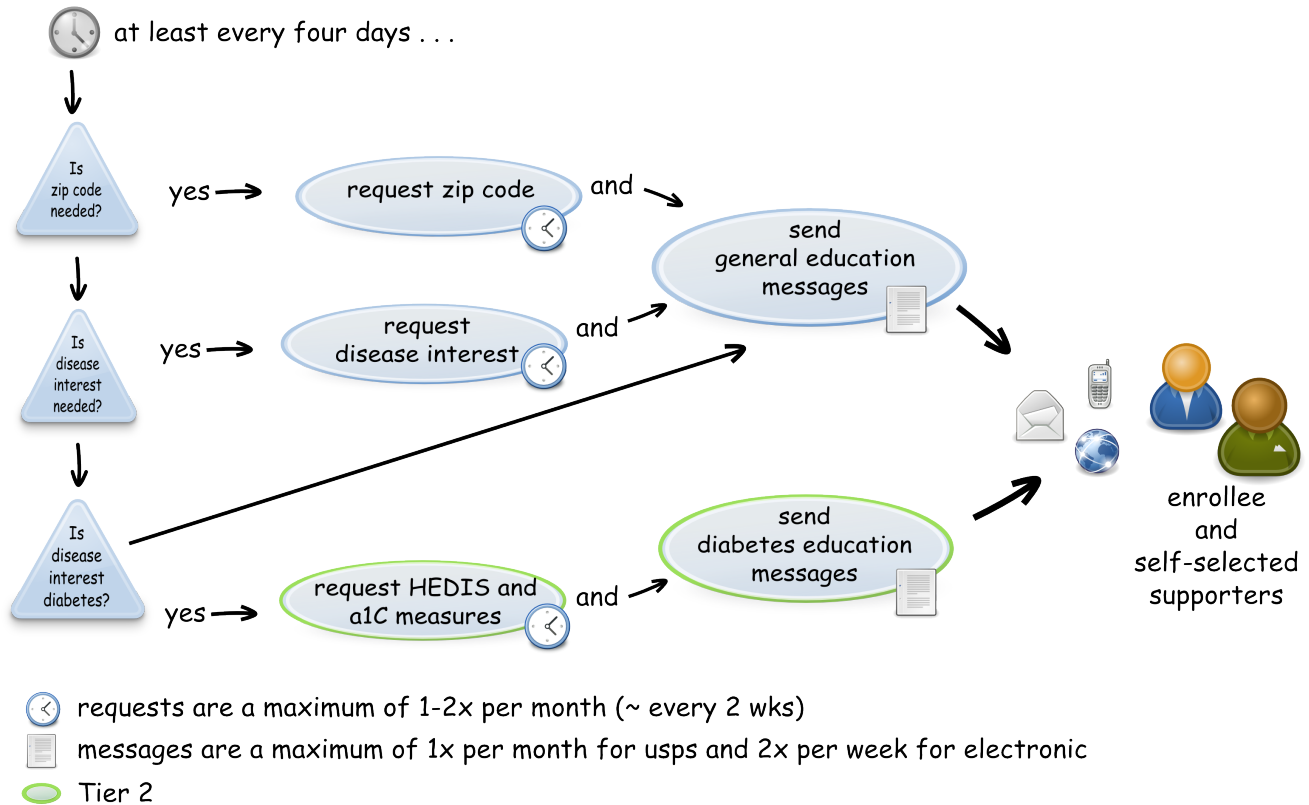


Illustration 2: Message Flow for all Tier 1 and Tier 2 enrollees