



# Skyway Client Services Team Improves Outcomes



**SKYWAY**  
 With more than 25 clients in Northeast Ohio—from municipalities and universities to small businesses—covering close to 25,000 member lives, Skyway was designed to offer top-quality care coverage options, customized to meet your business needs while creating a vibrant, healthy community.



**OVERVIEW**

The Skyway client services team is making a positive difference – daily – for both employees and employers. This special team handles a variety of member requests, from benefit and billing inquiries to daily encounters with hospitalized patients helping them navigate the otherwise complex health care world.



**EXAMPLES**

**A Skyway Care Coordinator** noticed that a patient with diabetes had not seen his primary care doctor nor had lab work done in more than a year. The coordinator reached out repeatedly, gently encouraging the patient to schedule an appointment while sharing educational materials about managing diabetes. As a result, the patient made an appointment with his doctor and began to change his lifestyle and manage his diabetes. The patient's blood sugar levels have decreased and he continues to schedule follow up appointments with his doctor.

**A Member Liaison Specialist** helped a patient who was regularly utilizing the Emergency Room for care instead of establishing a relationship with a doctor. The patient was connected with a cardiologist who now monitors her heart health. A Member Liaison Specialist also assisted another patient with significant discomfort from gallbladder issues in scheduling a specialist appointment.

**Our Nursing Staff** noticed that a patient wasn't eating much of her meal. When they inquired, they learned that she was vegan and couldn't eat much of what she had been served. The nurses made a trip to the kitchen to get her a suitable replacement meal and posted a sign outside the patient's door alerting the meal delivery team that she needed vegan meals.



**THE SKYWAY DIFFERENCE**

As a value-added service to our clients and members, the Client Services Team monitors patient data regularly and provides proactive outreach to help members understand and better utilize their health care resources. This information, along with other population health management data, is tracked and reported to clients in an effort to control health case costs. Your employees get personalized attention, which translates into better health for your employees (and a better bottom line.)