



# MEDICAL LOSS RATIO (MLR)

MLR is a measure of medical and pharmacy costs as a percentage of revenues. Optimizing MLR ensures the best quality care is delivered to Members.

## Tips for providers to help improve MLR

- Focus on Preventive Care and Wellness Programs
- Implement robust Care Coordination and Disease Management programs
- Employ utilization management techniques to ensure appropriate use of healthcare services
- Utilize technology such as telemedicine, electronic health records (EHRs)
- Encourage patient engagement and education to promote healthier lifestyles
- Prevent Potentially Preventable ED Visits and Potentially Preventable Admissions

## What is EPH doing to improve MLR?

- Providing members with a supportive Case Management Program to include Disease Management.
- Offering rewards to members who complete checkups such as THSteps and follow-up psychiatrist visits.
- Providing wellness programs such as nutrition advice.
- Allowing providers to continue treatment by utilizing telecommunications technology.



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