

Business First of Louisville - November 1, 2007

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BUSINESS FIRST

Thursday, November 1, 2007 - 12:00 PM EDT

Humana to offer house calls for state workers

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Insurer **Humana Inc.** is offering a unique service as part of its deal to administer health benefits for employees of the commonwealth of Kentucky.

Beginning in early 2008, state workers in the Louisville area will have access to in-home care to treat urgent but non-emergency medical conditions. Eligible employees will soon receive information explaining how to access the service.

The program, which is offered through an agreement between Humana and Seattle-based **Carena Inc.**, is intended to reduce unnecessary trips to the emergency room, according to a news release.

Louisville-based Humana (NYSE: HUM) administers benefits for about 240,000 individuals covered by the state's health plan.

Carena, founded in 2000 as OnSite Docs Inc., hires doctors and other health care workers to provide in-home and on-the-job medical services. Its services are available 24 hours a day, seven days a week.

An average home visit to treat conditions such as fever, respiratory infections, sore throat, abdominal pain and cuts and wounds lasts about an hour. During a pilot program with **Microsoft Corp.**, 99 percent of employees who used the Carena service said they were satisfied with their care, the release said.

"With this new program, the commonwealth of Kentucky will accomplish several important objectives," Personnel Cabinet Secretary Brian Crall said in the release. "First and foremost, we will improve access to medical care for state employees and their families in the evening, overnight and on weekends, when many medical offices are closed. Also, the program will eliminate unnecessary trips to hospital emergency rooms, which will save money for state employees and Kentucky taxpayers."

Kentucky's program will be phased in across the state in 2008, starting with between 40,000 and 50,000 Humana members in the the Louisville area, according to Jim Turner, media relations manager for Humana in Kentucky.

The state of Kentucky is the first Humana customer to use the Carena services, Turner said, adding that no firm plans are in place to roll it out to other customers.