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# Fort Bend County Podcasts

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## Podcast Episode 13- Disease Management with Prime DX

August 22, 2024

**Gina:** Welcome to this week's Benefit Detective podcast. I'm Gina.

**Wendy:** And I'm Wendy.

\*\*doorbell\*\*

**Wendy:** Let's welcome back Philip Williams with Prime DX.

**Philip:** Hi!

**Gina:** Welcome back, friend!

**Philip:** Oh, it feels good to be back.

**Wendy:** So, I know on the last podcast you listed the different programs Prime DX has to offer and one of them was Disease Management. Can you tell us what this program offers?

**Philip:** Yes, so obviously, first off, first of all, I would like to say this program is completely free and it's a benefit provided by your employer to help you achieve better health and better quality of life. So, we focus on 6 chronic conditions, which include asthma, coronary artery disease, congestive heart failure. If you're diabetic, if you have high cholesterol and/or high blood pressure.

**Gina:** Oh, that's so good to hear. Can you give us more information on health coaching services and such?

**Philip:** Yes. I can say everyone is different. So, what we do is when you first are interested in the program or first interested in enrolling, the next step is we do an initial assessment. And so, we look at your charts and ask you a series of questions at the same time so that we're able to start you where you need to be started at.

**Gina:** Awesome. And how do you reach out to these people? How do you know? Because I know that we've had some people call us and saying, hey, there's this thing called Prime DX trying to reach out to me. How do you know who to reach?

**Philip:** Well, there's several different ways. So let's just say, maybe, for example, you all did a biometric screening 2 weeks ago.

**Wendy:** Yes.



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**Philip:** And so we get the results back from Quest and based on those results, we have to enter them in. So, then that makes the risk score. We look at the risk score and if it's higher than normal, then we'll reach out. But I like to just go through counties and pick out the members and I'll even do a personalized call, whether you have it and whether it shows or whether it doesn't.

**Gina:** Oh, that's good.

**Philip:** Cause 9 times out of 10, if you know the particular employee doesn't have it, their spouse that's on the plan or their children that's on the plan. They could also benefit from this program. So it's just good to call.

**Gina:** Oh, that's so good.

**Wendy:** And what about, the personalized treatment plan?

**Philip:** So that just depends per person or per the condition. So, let's just say if I have, let's just say if I have asthma, there are certain things that I may be allergic to that I didn't know. So, I have to stay away from those to prevent a flare up, you know, things of those nature, things of that nature. Excuse me.

**Wendy:** So I see y'all offer personalized treatment plans. Can you tell me more about that? Yes. So, of course, with each person is going to be different, but let's just say that I have hypertension, which is high blood pressure. And, you know, I'm supposed to stay away from all of the things that I love. Right? Red meat? Yeah.

**Gina & Philip:** Red meat, you know, alcohol, all of that.

**Philip:** That stuff. See? See? See? Yes. You understand?

**Gina:** I totally understand.

**Philip:** So basically sometimes we'll do a meal plan for you. We'll send you recipes every month. And first of all, most of us, either me or Vanessa will try them before putting it out. Cause we're not going to just put something in this nasty. So me and Vanessa, we take time and actually, hey, let's make this. Let's do this smoothie. Let's do this. We'll do our research before we, you know, send out information to you all. So just so that we can personalize everything.

**Gina:** Oh, well, that's good!

**Philip:** So that can be a part of the treatment plan. Like I said, everyone is different. Everyone has their own

**Wendy:** Depending on what their diagnosis that they need.

**Philip:** Exactly. Exactly.



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**Gina:** So, on this disease management, is it just to those 6 that they're limited to? Or what if I have something that maybe is an autoimmune disease that's not listed? Can y'all help me with that?

**Philip:** Now the case managers can.

**Gina:** Okay.

**Philip:** But as far as the disease management, we just deal with those 6 chronic conditions at this time.

**Gina:** Gotcha.

**Philip:** And I've been writing, you know, some of the other conditions that some people have and we're always up to adding some more things. So just stay tuned.

**Gina:** Yay. I love that. I love that y'all are very hands on with the people, helping them to promote good health and to help them go through this. Because, man, you know, when this person's first diagnosed with something, we really take that to heart.

**Philip:** Yes. It's scary. Mhmm.

**Wendy:** Yes.

**Philip:** Even with me, it's scary.

**Gina:** Yeah.

**Philip:** And I'm a health care professional. I'm just like, the worst thing. How long do I have?

**\*\*everyone laughing\*\***

**Philip:** That's the first question. It could be a simple cold. How long do I have?

**\*\*laughing\*\***

**Philip:** How long do I have? Yeah. Because, I mean, it really is.

**Gina:** Yeah. It really you we've we're always on the go. We don't really think of ourselves and put ourselves first.

**Philip:** Correct.

**Gina:** And we really should. So we really need to step back and think, you know, I have a spouse or I have kids or I have grandkids that I wanna see and I wanna watch them grow, you know, and I wanna be with my spouse or whatever the case may be. So, yes, I love that.

**Philip:** And I would like to sorry to cut you off, but I would like to say that this does not interfere with any specialties or your PCP. This should just like another option that you have just to endure what you're going through.



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**Gina:** That's good. That's always good to hear.

**Wendy:** Yes. And, I see you all do have bilingual services eventually?

**Philip:** Yes. Actually, Vanessa does speak Spanish.

**Gina:** Nice.

**Philip:** So, we have that option. And of course, you know, hearing impaired, we do reach out via email. Absolutely. Trying to work on the other few things.

**Gina:** So yes. Yes. Because we do have a lot of people who are bilingual.

**Philip:** Mhmm.

**Wendy:** I heard you mentioned Vanessa.

**Philip:** Yes!

**Wendy:** Can you tell us more what's her role in the program?

**Philip:** Awesome. I sure will. So she is our Disease Management nurse, registered nurse, and she has all this wonderful information. I mean, stuff, you wouldn't even be able to think of, or you may have thought of it. You forgot. And she'll remind you. I love it. She just, she's so personable and so friendly and so patient. And it's just me and her. So we try to rock it out together.

**Wendy:** And the members have access.

**Philip:** Yes. 8 to 5.

**Wendy:** To both of you?

**Philip:** 8 to 5. 8 AM to 5 PM, Monday through Friday. We are here for you!

**Gina:** Awesome.

**Gina:** Well, gosh. That's such good information to have in regard to Disease Management because I know that there's probably a lot of people out there that didn't even realize that we had Disease Management.

**Philip:** Exactly.

**Gina:** Or if they got a phone call or an email or whatever, they were ignoring because they didn't know what it was.

**Philip:** Yep. Think it's spam.

**Gina:** Yeah. Exactly. So that's good information.



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**Philip:** Yes.

**Gina:** Well, thank you for joining us today. We appreciate you coming by. We love having you!

**Philip:** Happy to be here. Good to be home.

**Gina:** Yes. Well, that wraps up this week's Benefit Detective Podcast. I'm Gina.

**Wendy:** And I'm Wendy. And remember to listen every Thursday for our podcast.

**Gina:** And remember, the Benefit Detectives are here to help.