

# Wellth

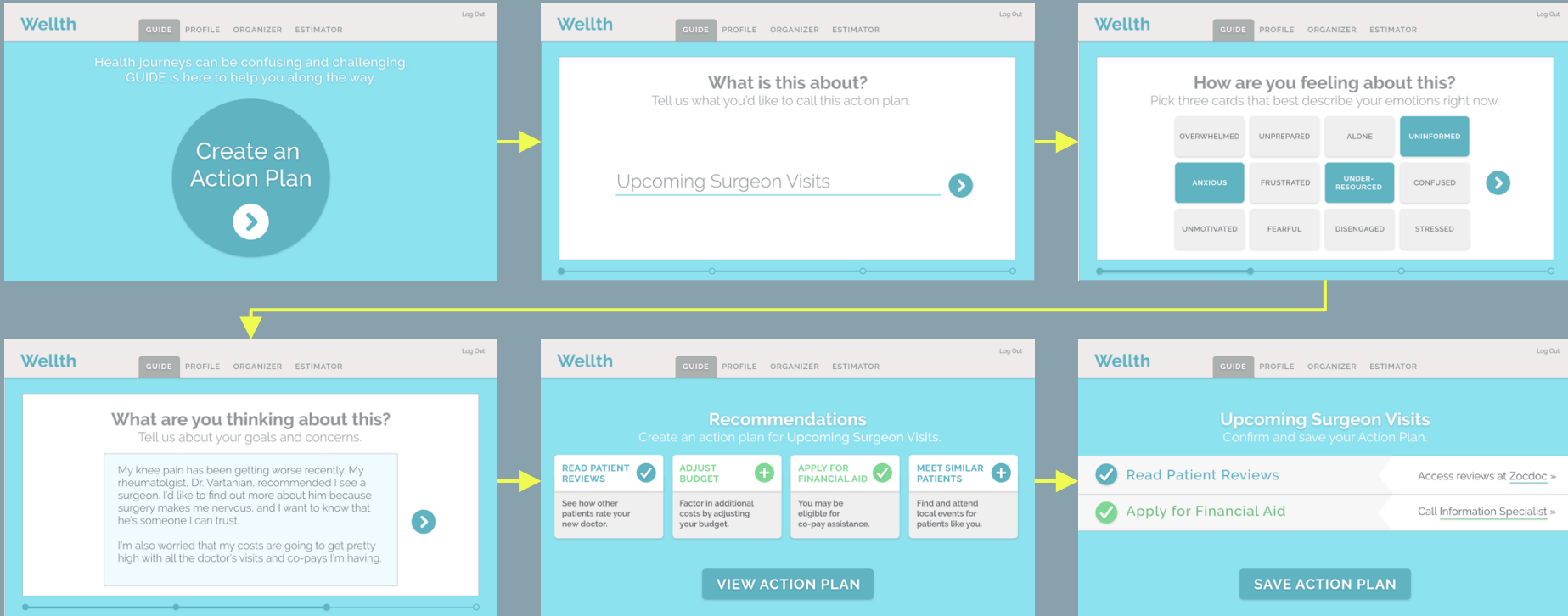
## VISUAL COMPS

"A Bill You Can Understand" Design Challenge Entry  
Created by Jacob Brancasi and Jessica Floeh

WELLTH COMPONENTS:

# GUIDE

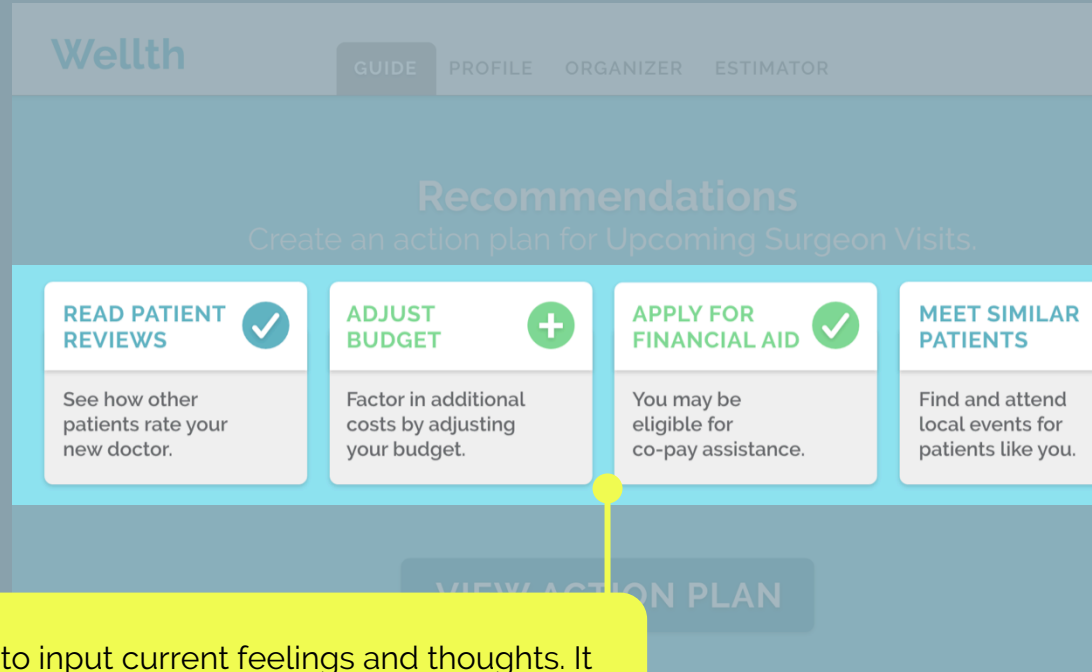
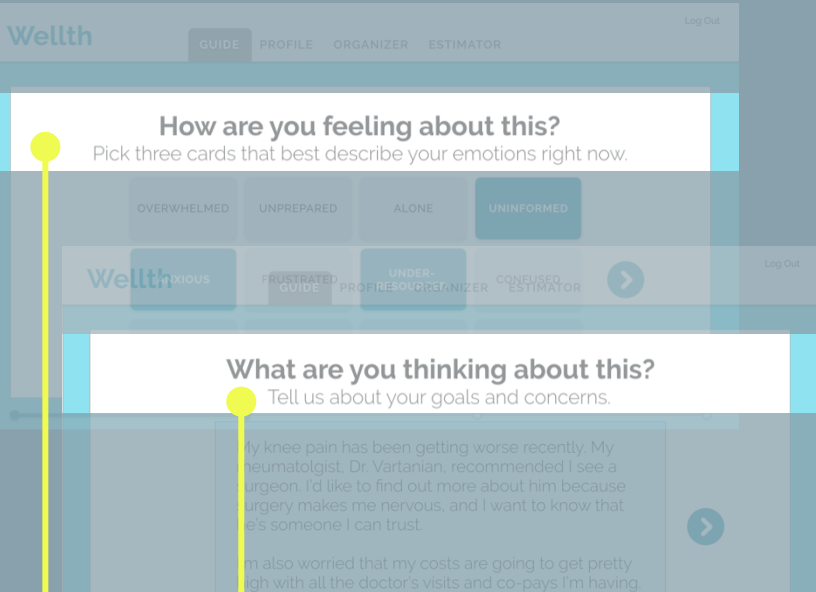
# COMPONENTS / Guide



**WHAT IT DOES:** Makes recommendations based on patient concerns and enables an action plan to overcome challenges.

**WHY IT MATTERS:** By addressing feelings and thoughts, Guide facilitates decision-making and action.

# INFORMATION / Guide



The Guide component asks the user to input current feelings and thoughts. It mines the information to provide smart, personalized recommendations. The user selects which recommendations to add to an action plan.



Health journeys can be confusing and challenging.  
GUIDE is here to help you along the way.

Create an  
Action Plan



## How are you feeling about this?

Pick three cards that best describe your emotions right now.

OVERWHELMED

UNPREPARED

ALONE

UNINFORMED

ANXIOUS

FRUSTRATED

UNDER-  
RESOURCED

CONFUSED

UNMOTIVATED

FEARFUL

DISENGAGED

STRESSED



## What are you thinking about this?

Tell us about your goals and concerns.

My knee pain has been getting worse recently. My rheumatologist, Dr. Vartanian, recommended I see a surgeon. I'd like to find out more about him because surgery makes me nervous, and I want to know that he's someone I can trust.

I'm also worried that my costs are going to get pretty high with all the doctor's visits and co-pays I'm having.



# Recommendations

Create an action plan for Upcoming Surgeon Visits.

## READ PATIENT REVIEWS



See how other patients rate your new doctor.

## ADJUST BUDGET



Factor in additional costs by adjusting your budget.

## APPLY FOR FINANCIAL AID



You may be eligible for co-pay assistance.

## MEET SIMILAR PATIENTS



Find and attend local events for patients like you.

[VIEW ACTION PLAN](#)

## Upcoming Surgeon Visits

Confirm and save your Action Plan.

 Read Patient Reviews

Access reviews at [Zocdoc](#) »

 Apply for Financial Aid

Call [Information Specialist](#) »

**SAVE ACTION PLAN**

WELLTH COMPONENTS:

**PROFILE**

# COMPONENTS / Profile

The screenshot shows the 'Wellth' patient profile interface. At the top, there's a navigation bar with 'GUIDE', 'PROFILE' (selected), 'ORGANIZER', and 'ESTIMATOR'. A 'Log Out' link is in the top right. Below the navigation is a teal header with a profile icon and the text 'Hi, Barbara'. The main content area is divided into several sections:

- STATS:** Name: Barbara Friot, Age: 66, Location: Providence, RI, Occupation: Retired.
- INSURANCE:** Carrier: UnitedHealthcare, Plan: AARP Medicare Advantage PPO, Member ID: ZB289500297, Contact: (401) 737-6900.
- COMMUNICATION PREFERENCES:** Radio buttons for Text Message (selected), E-Mail: barbarafriot@yahoo.com, Phone Call, and Mail: 45 Daboll Ave, Providence, RI, 02907.
- ACTION PLANS:** Two cards: 'UPCOMING SURGEON VISITS' and 'TOTAL KNEE REPLACEMENT'.
- FINANCIAL:** Two donut charts: '2016 Budget' and 'Deductible Met'.

**WHAT IT DOES:** Contains patient data, including financial and insurance information, communication preferences, and action plans.

**WHY IT MATTERS:** Enables Wellth to generate smart, customized notifications and recommendations for patients.

# INFORMATION / Profile

Log Out

The Profile page includes patient information such as name, age, location, occupation, insurance information, yearly budget, and deductible status. This information is used to generate smart recommendations and create estimates.

Hi, Barbara

## STATS



Name: Barbara Friot

Age: 66

Location: Providence, RI

Occupation: Retired

## INSURANCE



Carrier: UnitedHealthcare

Plan: AARP Medicare Advantage PPO

Member ID: ZB289500297

Contact: (401) 737-6900

## COMMUNICATION PREFERENCES



- Text Message: (401) 976-9324
- E-Mail: barbarafrriot@yahoo.com
- Phone Call: (401) 976-9324
- Mail: 45 Daboll Ave, Providence, RI, 02907

## ACTION PLANS



UPCOMING SURGEON VISITS

TOTAL KNEE REPLACEMENT

## FINANCIAL



2016 Budget

Deductible Met





# INFORMATION / Profile

Log Out

Action plans are created through Guide and Estimator, users can view their saved plans here. Additionally, users are able to select communication preferences for notifications related to bills and claims — fostering flexibility and trust through personalization.

Hi, Barbara

## STATS

Name: Barbara Friot

Age: 66

Location: Providence, RI

Occupation: Retired

## INSURANCE

Carrier: UnitedHealthcare

Plan: AARP Medicare Advantage PPO

Member ID: ZB289500297

Contact: (401) 737-6900

## COMMUNICATION PREFERENCES

- Text Message: (401) 976-9324
- E-Mail: barbarafriot@yahoo.com
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## ACTION PLANS



UPCOMING  
SURGEON  
VISITS



TOTAL  
KNEE  
REPLACEMENT

## FINANCIAL

2016 Budget

Deductible Met





Hi, Barbara

## STATS



Name: Barbara Friot

Age: 66

Location: Providence, RI

Occupation: Retired

## INSURANCE



Carrier: UnitedHealthcare

Plan: AARP Medicare Advantage PPO

Member ID: ZB289500297

Contact: (401) 737-6900

## COMMUNICATION PREFERENCES



- Text Message: (401) 976-9324
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## ACTION PLANS



 UPCOMING SURGEON VISITS

 TOTAL KNEE REPLACEMENT

## FINANCIAL



2016 Budget



Deductible Met



WELLTH COMPONENTS:

**ORGANIZER**

# COMPONENTS / Organizer

Wellth Log Out

GUIDE PROFILE **ORGANIZER** ESTIMATOR

Your organizer helps you take action on bills and claims.

OPEN IN PROGRESS RESOLVED

DATE	PROVIDER	DESCRIPTION	YOU PAID	YOU OWE	STATUS
9-10-2015	Kahlil Tate, M.D.	Bill From Surgery (7-30-2016)	\$0.00	\$7338.00	<a href="#">PAY</a>
8-6-2015	Kahlil Tate, M.D.	Bill From Visit (7-19-2016)	\$0.00	\$154.00	<a href="#">PAY</a>
8-4-2015	Kahlil Tate, M.D.	Bill From Visit (3-31-2016)	\$0.00	\$112.00	<a href="#">PAY</a>

Health journeys can be confusing and challenging.  
GUIDE is here to help you along the way.

[GUIDE](#)

Kahlil Tate, M.D.  
Date of Visit: July 19, 2016

**\$154.00**  
Due Date: September 14, 2016

Exam.....\$200  
X-Ray.....\$284  
Blood Work.....\$177

Total Cost.....\$661  
Covered.....\$507  
You Paid.....\$0  
You Owe.....\$154

[PRINT](#) [PAYMENT OPTIONS](#)

Kahlil Tate, M.D.  
Date of Visit: March 31, 2016

**Alert: Claim Denial**  
Date of Alert: April 12, 2016

UnitedHealthcare denied this claim because the Member ID that Dr. Tate's billing department submitted does not match your UnitedHealthcare Member ID.

**Call Dr. Tate's Billing Department**  
Dr. Tate's Billing Dept. [401-270-2906](tel:401-270-2906)  
Bill Account Number [B930001](#)  
Insurance Member ID [ZB289500297](#)

[REMINDE ME LATER](#)

**WHAT IT DOES:** Organizes medical bills and claims as “Open”, “In Progress”, or “Resolved”. Translates bills and claims into patient-friendly language, provides clear calls to action, and notifies users of issues with ways to resolve them.

**WHY IT MATTERS:** Provides transparency and empowers action by clarifying services, options, and solutions.

# INFORMATION / Organizer

Wellth

Log Out

GUIDE

PROFILE

ORGANIZER

ESTIMATOR

Your organizer helps you take action on bills and claims.

OPEN						IN PROGRESS	RESOLVED
DATE	PROVIDER	DESCRIPTION	YOU PAID	YOU OWE	STATUS		
9-10-2015	Kahlil Tate, M.D.	Bill From Surgery (7-30-2016)	\$0.00	\$7338.00	PAY		
8-6-2015	Kahlil Tate, M.D.	Bill From Visit (7-19-2016)	\$0.00	\$154.00	PAY		

The top tier of information in the Organizer component includes the date of notification, provider name, description of service, amount paid, amount owed, and action steps needed on bills ("Pay") or claim issues ("Act").

GUIDE is here to help you along the way.

GUIDE

Your organizer helps you take action on bills and claims.

OPEN						IN PROGRESS	RESOLVED
DATE	PROVIDER	DESCRIPTION	YOU PAID	YOU OWE	STATUS		
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8-4-2015	Kahlil Tate, M.D.	Bill From Visit (3-31-2016)	\$0.00	\$112.00	<a href="#">PAY</a>		

Health journeys can be confusing and challenging.  
GUIDE is here to help you along the way.

[GUIDE](#)

Your organizer helps you take action on bills and claims.

OPEN

IN PROGRESS


RESOLVED

DATE	PROVIDER	DESCRIPTION	YOU PAID	YOU OWE	STATUS
9-5-2015	Kahlil Tate, M.D.	Claim From Surgery (7-30-2016)	N/A	N/A	ACCEPTED
8-6-2015	Kahlil Tate, M.D.	Bill From Visit (7-19-2016)	\$154.00	\$0.00	PAID
6-12-2015	Kahlil Tate, M.D.	Claim From Visit (7-19-2016)	N/A	N/A	ACCEPTED
8-4-2015	Kahlil Tate, M.D.	Bill From Visit (3-31-2016)	N/A	N/A	ACCEPTED
3-31-2015	Aghavni Vartanian, M.D.	Bill From Visit (3-2-2016)	\$76.00	\$0.00	PAID
3-17-2015	Aghavni Vartanian, M.D.	Claim From Visit (3-2-2016)	N/A	N/A	ACCEPTED

Feeling overwhelmed? Go to

[GUIDE](#)

# INFORMATION / Bill

  
Kahlil Tate, M.D.  
Date of Visit: July 19, 2016

**\$154.00**  
Due Date: September 14, 2016

Exam.....	\$200
X-Ray.....	\$284
Blood Work.....	\$177

Total Cost.....	\$661
Covered.....	\$507
You Paid.....	\$0
<b>You Owe.....</b>	<b>\$154</b>

[PRINT](#) [PAYMENT OPTIONS](#)

This level of information is shown after a bill notification or when a user chooses "Pay" from the Organizer page. It includes the provider name, date of event, amount owed, amount paid, amount covered by insurance, date payment is due, and itemized services in patient-friendly language. Calls to action include "Payment Options" and "Print".





Kahlil Tate, M.D.

Date of Visit: July 19, 2016

**\$154.00**

Due Date: September 14, 2016

Exam.....	\$200
X-Ray.....	\$284
Blood Work.....	\$177

Total Cost.....	\$661
Covered.....	\$507
You Paid.....	\$0
<b>You Owe.....</b>	<b>\$154</b>

PRINT

PAYMENT OPTIONS



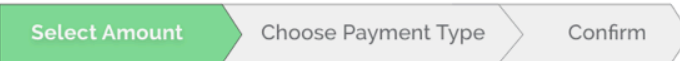
Kahlil Tate, M.D.

Date of Visit: July 19, 2016

**\$154.00**

Due Date: September 14, 2016

### PAYMENT OPTIONS



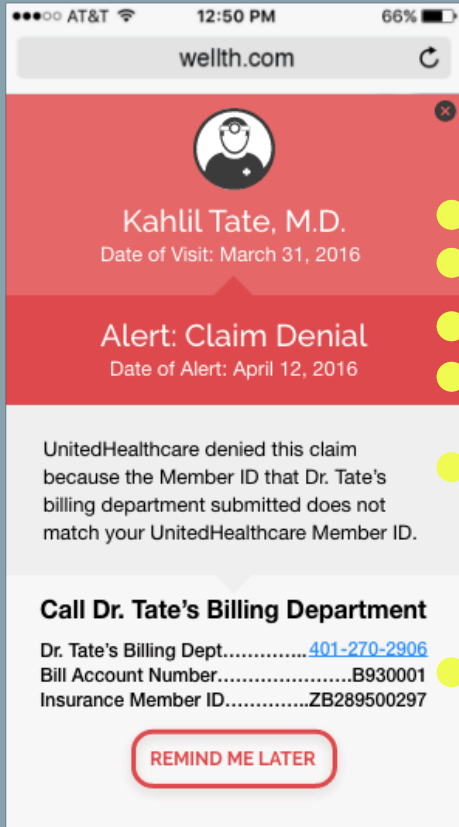
- Pay This Amount
- Pay A Different Amount
- Set Up Payment Plan

**NEXT**

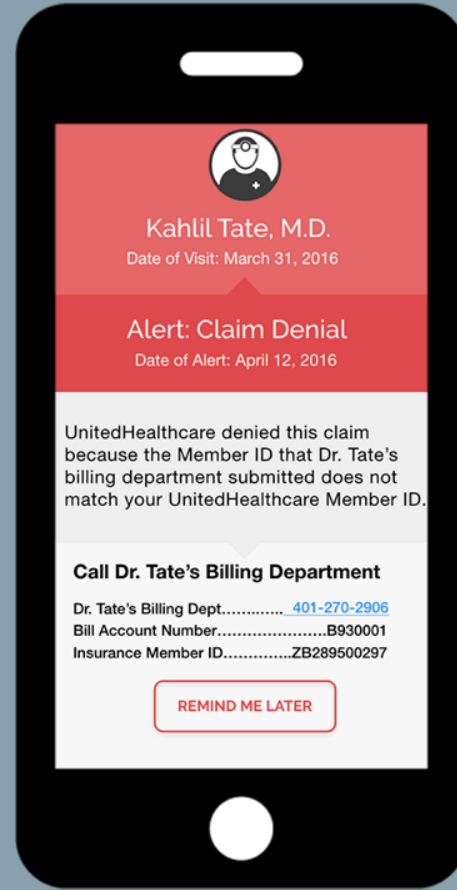
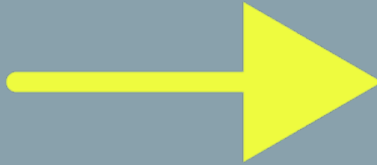
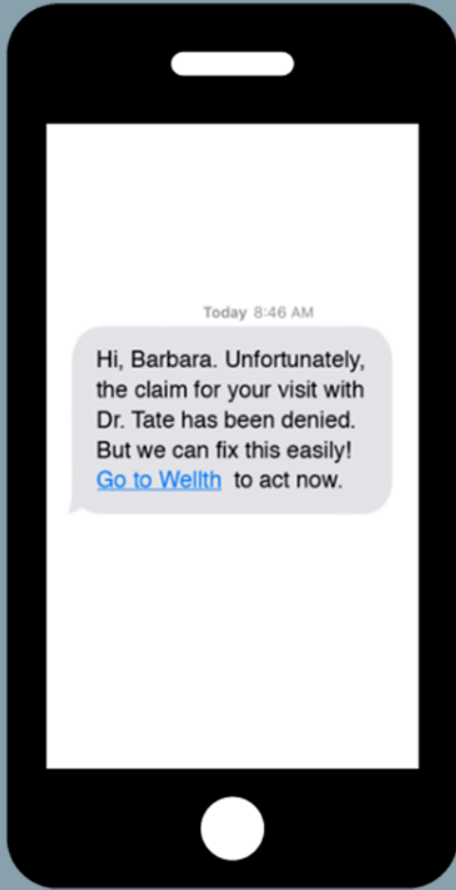
WELLTH COMPONENTS:

# ORGANIZER NOTIFICATIONS

# INFORMATION / Claim Issue



This level of information is shown after a claim issue notification or when a user chooses "Act" from the Organizer page. It includes the provider name, date of event, date of notification, explanation of issue, and any information needed to resolve the claim — such as contact, account, and Member ID numbers. Users can choose to call the number, if provided, or "Remind Me Later".



WELLTH COMPONENTS:

**ESTIMATOR**

# COMPONENTS / Estimator

Wellth | GUIDE | PROFILE | ORGANIZER | ESTIMATOR | Log Out

Enter a procedure... Insurance: UnitedHealthcare Medicare Advantage PPO  
Location: Providence, RI

Your journey estimate will generate after you enter a procedure above.  
Feeling overwhelmed? Go to [GUIDE](#) >

MILESTONE: You may care \$0 - \$0

[NEXT](#)

Wellth | GUIDE | PROFILE | ORGANIZER | ESTIMATOR | Log Out

Total Knee Replacement Insurance: UnitedHealthcare Medicare Advantage PPO  
Location: Providence, RI

Click on the circles for more information and create an action plan. Feeling overwhelmed? Go to [GUIDE](#) >

PRE-OP	SURGERY	RECOVERY	POST-OP
Typically includes doctor's visits to ensure you are safe for surgery, you may have blood work and X-Rays.	During surgery, you will be put under anesthesia and be given a mechanical knee implant.	After knee replacement, you will be asked to stand and move right away. Physical Therapy (PT) is recommended for 2 months.	During and after recovery, your surgeon will want to see you in follow up visits and check on your new knee.
YOU MAY CARE \$112 - \$250	YOU MAY CARE \$6583 - \$7948	YOU MAY CARE \$0 - \$525	YOU MAY CARE \$123 - \$287

[NEXT](#)

Wellth | GUIDE | PROFILE | ORGANIZER | ESTIMATOR | Log Out

Total Knee Replacement Insurance: UnitedHealthcare Medicare Advantage PPO  
Location: Providence, RI

Click the plus to add recommendations to your action plan. Feeling overwhelmed? Go to [GUIDE](#) >

Adjust budget to prepare. Your insurance covers 3 weeks of PT, typical recovery is 2 months.

PRE-OP	SURGERY	RECOVERY	POST-OP
Typically includes doctor's visits to ensure you are safe for surgery, you may have blood work and X-Rays.	During surgery, you will be put under anesthesia and be given a mechanical knee implant.	After knee replacement, you will be asked to stand and move right away. Physical Therapy (PT) is recommended for 2 months.	During and after recovery, your surgeon will want to see you in follow up visits and check on your new knee.
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[NEXT](#)

Wellth | GUIDE | PROFILE | ORGANIZER | ESTIMATOR | Log Out

Total Knee Replacement Insurance: UnitedHealthcare Medicare Advantage PPO  
Location: Providence, RI

Finished adding recommendations? Click the NEXT button. Feeling overwhelmed? Go to [GUIDE](#) >

PRE-OP	SURGERY	RECOVERY	POST-OP
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[NEXT](#)

Wellth | GUIDE | PROFILE | ORGANIZER | ESTIMATOR | Log Out

Total Knee Replacement Insurance: UnitedHealthcare Medicare Advantage PPO  
Location: Providence, RI

- Connect with someone who has been there [Join BoneSmart.org >](#)
- Calculate payment plan [Check out Bankrate.com >](#)
- Create a budget [Use Mint.com >](#)

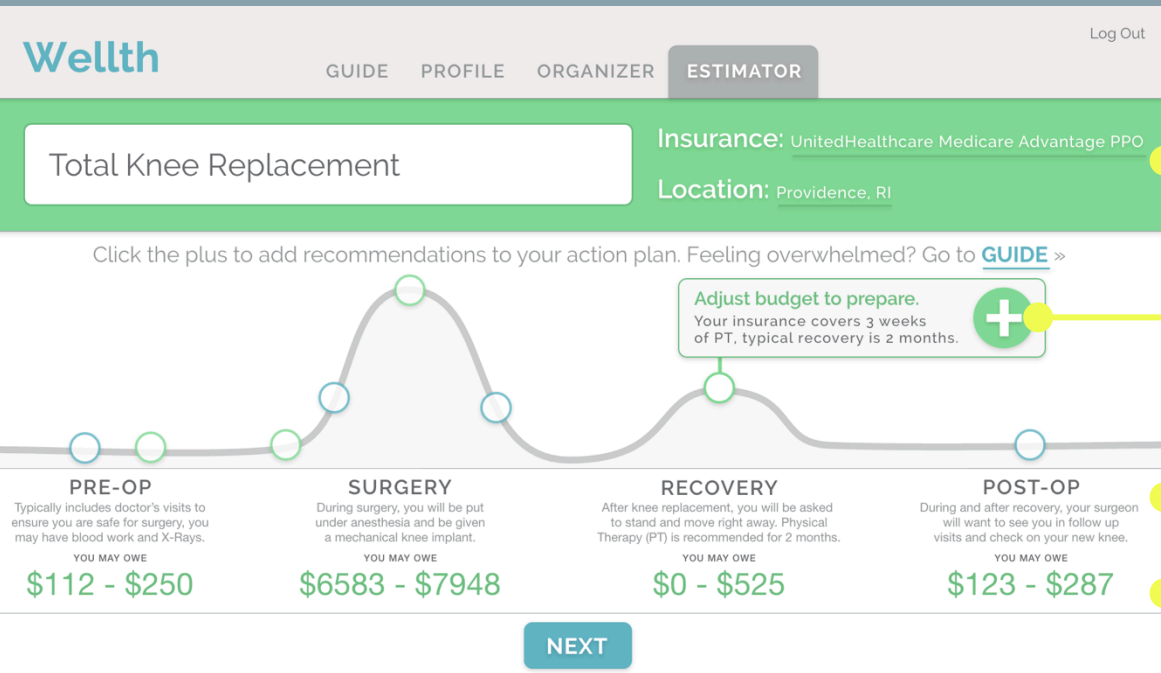
Feeling overwhelmed? Go to [GUIDE](#) >

[SAVE ACTION PLAN](#)

**WHAT IT DOES:** Contextualizes healthcare interactions, costs, and potential concerns into an estimated journey. Users are able to choose suggested recommendations and create a preventative action plan.

**WHY IT MATTERS:** Mitigates surprise and enables planning for an upcoming procedure.

# INFORMATION / Estimator



The Estimator component creates a contextualized health journey based on search terms and known data from Profile. The journey is then populated with suggested preventative actions to take. These are either financially or emotionally supportive. Users can add any recommendations to an action plan. Milestones along the journey contain overview information as well as aggregated patient cost ranges.



Enter a procedure...

**Insurance:** UnitedHealthcare Medicare Advantage PPO

**Location:** Providence, RI

Your journey estimate will generate after you enter a procedure above.  
Feeling overwhelmed? Go to [GUIDE](#) >>



### MILESTONE

Overview information related to this part of your journey.

YOU MAY OWE

\$0 - \$0

### MILESTONE

Overview information related to this part of your journey.

YOU MAY OWE

\$0 - \$0

### MILESTONE

Overview information related to this part of your journey.

YOU MAY OWE

\$0 - \$0

### MILESTONE

Overview information related to this part of your journey.

YOU MAY OWE

\$0 - \$0

[NEXT](#)

## Total Knee Replacement

Insurance: UnitedHealthcare Medicare Advantage PPOLocation: Providence, RI

Click on the circles for more information and create an action plan. Feeling overwhelmed? Go to [GUIDE](#) >>

**PRE-OP**

Typically includes doctor's visits to ensure you are safe for surgery, you may have blood work and X-Rays.

YOU MAY OWE

**\$112 - \$250****SURGERY**

During surgery, you will be put under anesthesia and be given a mechanical knee implant.

YOU MAY OWE

**\$6583 - \$7948****RECOVERY**

After knee replacement, you will be asked to stand and move right away. Physical Therapy (PT) is recommended for 2 months.

YOU MAY OWE

**\$0 - \$525****POST-OP**

During and after recovery, your surgeon will want to see you in follow up visits and check on your new knee.

YOU MAY OWE

**\$123 - \$287****NEXT**

## Total Knee Replacement

Insurance: UnitedHealthcare Medicare Advantage PPOLocation: Providence, RI

Click the plus to add recommendations to your action plan. Feeling overwhelmed? Go to [GUIDE](#) »

Adjust budget to prepare.

Your insurance covers 3 weeks of PT, typical recovery is 2 months.

**PRE-OP**

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YOU MAY OWE

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**\$0 - \$525**

**POST-OP**

During and after recovery, your surgeon will want to see you in follow up visits and check on your new knee.

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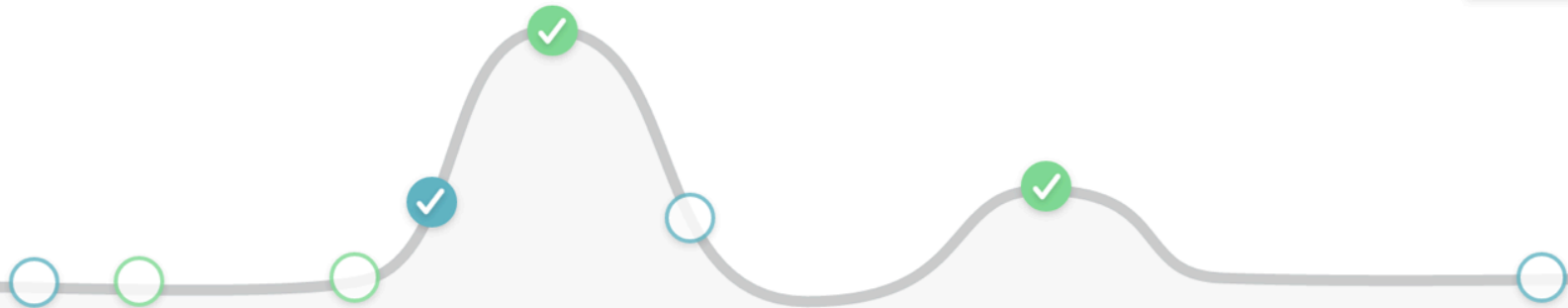
**\$123 - \$287**

**NEXT**

## Total Knee Replacement

Insurance: UnitedHealthcare Medicare Advantage PPOLocation: Providence, RI

Finished adding recommendations? Click the NEXT button. Feeling overwhelmed? Go to [GUIDE](#) >>

**PRE-OP**

Typically includes doctor's visits to ensure you are safe for surgery, you may have blood work and X-Rays.

YOU MAY OWE

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YOU MAY OWE

**\$123 - \$287****NEXT**

Total Knee Replacement

Insurance: UnitedHealthcare Medicare Advantage PPO

Location: Providence, RI



Connect with someone who has been there

Join [BoneSmart.org](#) >>



Calculate payment plan

Check out [Bankrate.com](#) >>



Create a budget

Use [Mint.com](#) >>

Feeling overwhelmed? Go to [GUIDE](#) >>

**SAVE ACTION PLAN**

# Thank you for your work and consideration.

## We'd also like to thank:

### Pilgrim Senior Center + Participants from the participatory design studio

Brenda  
Gail  
Margaret

Mary  
Regina  
Tanya

### The Noun Project + Icon Designers

Jae Aquino ("Readability")  
Justin Blake ("Paper")  
Aenne Brielmann ("Stress")  
Carla Dias ("Smartphone")  
Eliricon ("Sad")  
Wilson Joseph ("Doctor", "User")  
Rafael Garcia Motta ("Customer Journey")

Zlatko Najdenovski ("Arrow")  
Picons.me ("Check Mark")  
Romzicon ("Hiring")  
Laurent Sutterlity ("Alert")  
Ramakrishna Venkatesan ("Map Marker")  
To Uyen ("Monitor")  
Viktor Vorobyev ("Close")