



# A cost analysis of pharmacist interventions through Care Navigation

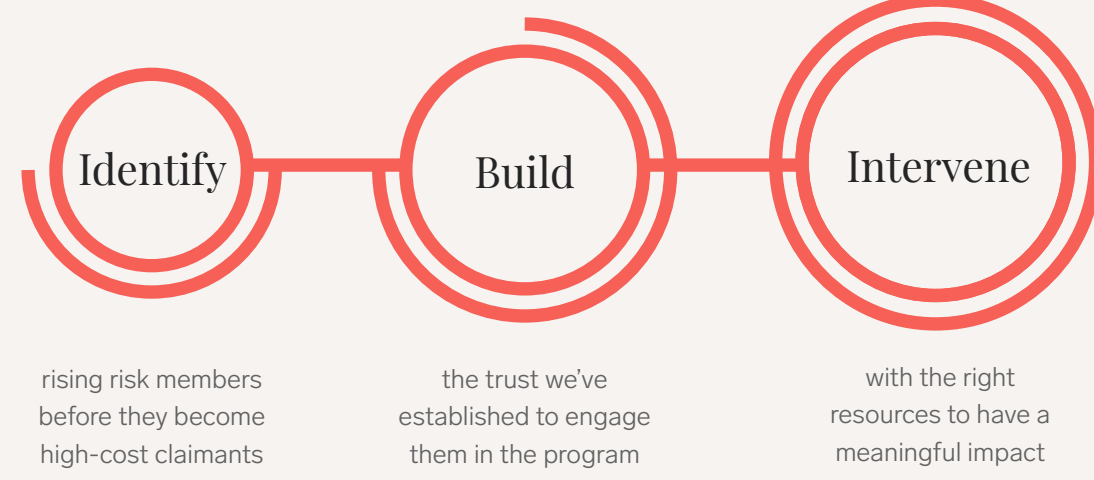
## OVERVIEW

### Our approach to care management

When there is significant complexity to support a Collective Health member's needs, our solution is Care Navigation: A comprehensive care management program powered exclusively by Collective Health and made up of pharmacists, social workers, nurses, and dietitians.

It's well understood that for most companies, a small number of employees account for a disproportionate amount of cost.

By Collective Health's estimation, 10% of members account for 75% of spending. **With Care Navigation, we aim to:**



### Typical member journey through care management



## CASE STUDY

### Pharmacist Interventions Through Care Navigation

#### OBJECTIVE

Assess the return on investment of pharmacist interventions conducted through the Care Navigation program, in monetary and clinical terms.

#### PROCESS

Care Navigation participants were analyzed during the quarter prior to and following contact with pharmacists. Participants that received pharmacist interventions during 2019 and the first quarter of 2020 were then matched to control group participants in a commercial reference claims data repository.

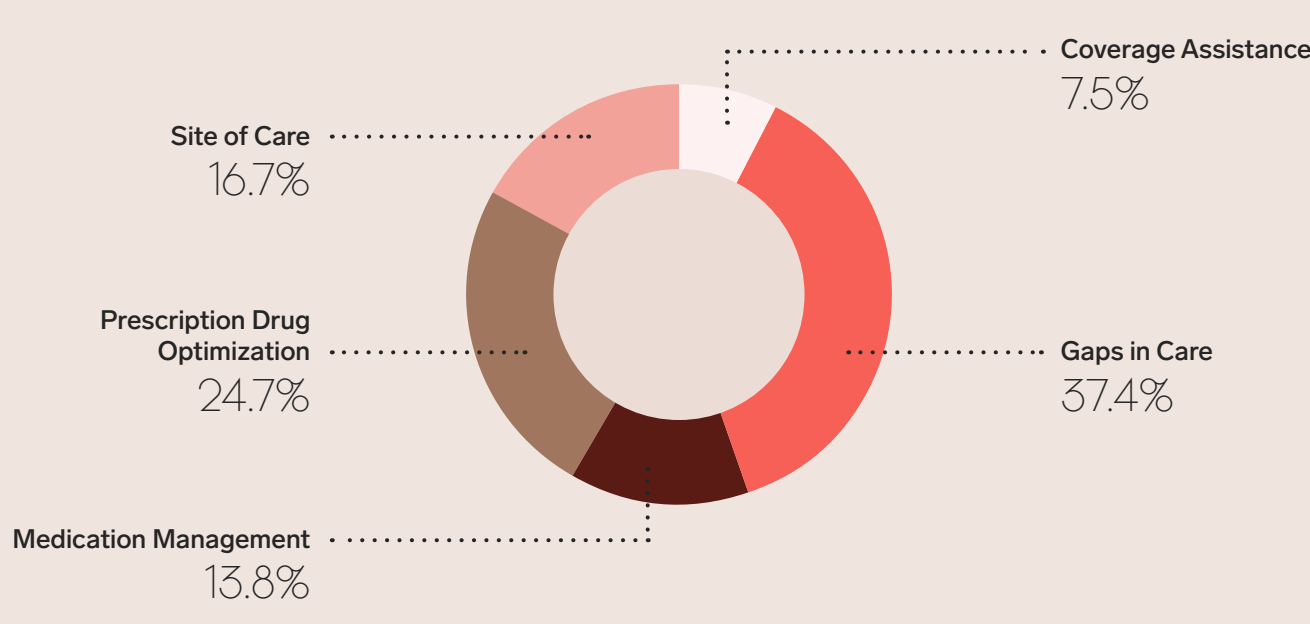
Outreach by Care Navigation pharmacists—including by phone and digitally—was guided by high-cost claimant status, new high-risk diagnosis, pharmaceutical or procedure costs on claims, emergency room or hospital use, referral from a member advocate, or direct member request for assistance.

Interventions by pharmacists were classified into five categories:



#### RESULTS

Of the ~350 participants outreached by Care Navigation pharmacists, 29% had claims showing the suggested intervention was successfully followed by participants. Among all participants outreached, the gaps in care interventions and prescription drug optimization were the most common intervention categories.



**\$346**  
in net total savings on a PMPM basis

Among the population that engaged in Care Navigation, we saw net total savings of \$346 on a per member per month (PMPM) basis versus the control group.

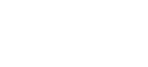
Projection: For a client with 50 members engaged in Care Navigation pharmacist interventions, we estimate \$207,600 in overall member population savings to the client on an annual basis.

**2:1**  
ROI

For every \$1 spent on the pharmacist intervention, clients saved \$2 after fees.

## Join the movement

Collective Health simplifies employee healthcare with an integrated technology solution that makes healthcare work for everyone. With nearly a quarter of a million members and over 50 clients—including Driscoll's, Pinterest, Red Bull, Restoration Hardware (RH), and more—Collective Health is reinventing the healthcare experience for forward-thinking organizations and their people across the U.S. The company has developed a range of population health management solutions, and partnered with innovative companies across care delivery and diagnostics to meet the most pressing healthcare challenges for employers today.



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