



A cost analysis of clinician interventions through Care Navigation™

OVERVIEW

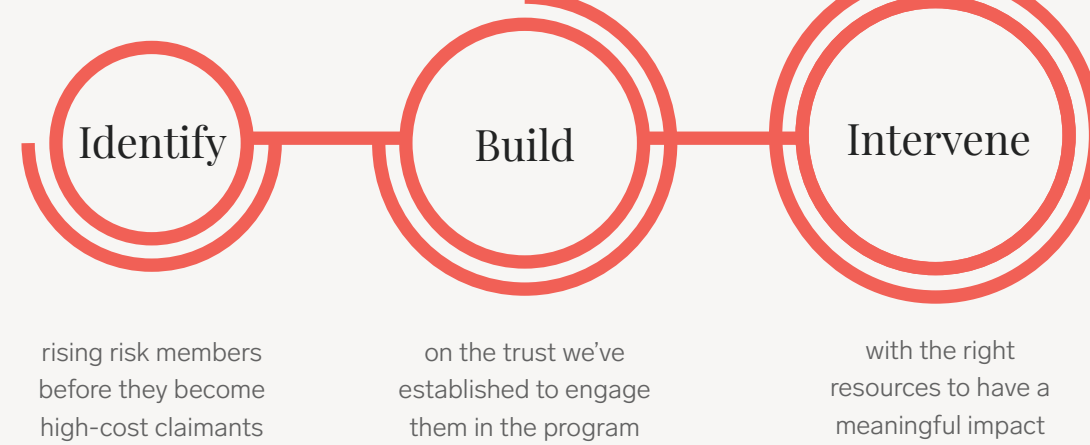
Our approach to care management

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 social workers, pharmacists, registered nurses, registered dietitians, and expert care coordinators.

It's well understood that for most companies, a small number of employees account for a disproportionate amount of cost, typically driven by those dealing with chronic or serious illnesses.

By Collective Health's estimation, 10% of members account for 75% of spending. Without dedicated support, this cost imbalance can have an outsized impact on the plan sponsor and the individuals and families dealing with these health issues.

With Care Navigation, we aim to:



Typical member journey through care management



CASE STUDY

Nurse and Pharmacist Interventions through Care Navigation

OBJECTIVE

Assess the savings generated for Care Navigation participants whose care was managed by a nurse or pharmacist.

PROCESS

595 members that participated in the Care Navigation program between February and June of 2021 were analyzed during the three months prior and three months following initial entry into the program. Change in medical & pharmacy allowed claim costs were measured and compared to a control population, matched using statistical methods. Using the treatment effect measured for this population, residual analysis was performed on the subset of participants who's care was managed by a nurse or pharmacist (n=294).

Outreach by Care Navigation clinicians—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.

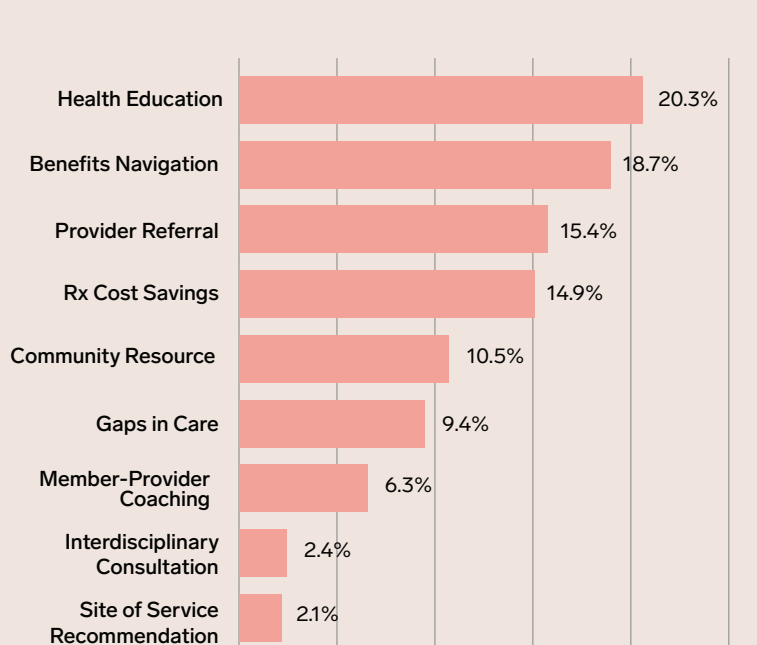
Interventions by pharmacists were classified into nine categories:

- Health Education:** Education from any clinician (social worker, pharmacist, registered nurse, dietitian) helping our members understand their healthcare needs and how to manage them. It can also help the member gain needed skills and beliefs needed to change behaviors and maintain good health habits moving forward.
- Benefits Navigation:** Helping members navigate their healthcare benefits allows them to gain access to healthcare they may not otherwise have known about or have access to. It can also save money, increase the value of benefits being offered by employers and improve the members' experience while accessing healthcare.
- Provider Referral:** Members often do not understand what type of provider they should seek care from and may not have a primary care provider. Referrals to primary care providers can provide a long term relationship to manage day-to-day health needs and lower medical costs by keeping members out of the hospital and out of the emergency room. When members need a specialist we can help direct them to higher value providers that have been shown to control costs and provide quality care.
- Rx Cost Savings:** Care managers can provide the member with many cost saving interventions with prescription medication management. This may be helping a member move to a generic medication from a brand name, switch to a 90 day supply instead of a 30 day supply, or understand the site of service for infusion therapy.
- Community Resources:** Members often face social determinants that affect their ability to gain access to care or to use that care effectively. Care managers can find and connect members to community resources to improve the member's ability of fully utilizing the healthcare system. For example: if a member has food insecurity they may be unable to comply with a prescribed diet, but once they are connected to appropriate food resources, they can concentrate on following the direction from their provider.
- Gaps in Care:** Care managers look for and help members close any gaps in their care. By proactively engaging with members on their care, we can improve both health and economic outcomes.
- Member-Provider Coaching:** Going to a provider visit can be scary for many members. Members have questions and concerns but are not sure how to talk to their provider about it. Our care managers help coach the members prior to provider visits so that they go into their appointments feeling empowered and prepared. This makes the visit more effective for both the provider and the member.
- Interdisciplinary Consultation:** Members often need more than one type of clinical consult, so we provide the member with access to an interdisciplinary team of clinicians available to support them whenever needed.
- Site of Service Recommendation:** Members are frequently unaware that they have choices when it comes to site of service options. We identify and work with members to get them to the highest quality and lowest cost setting for services they are in need of.

RESULTS

Over the study period, our Care Navigation program—specifically, participants whose care was managed by a nurse or pharmacist—drove significant health cost savings, which are detailed below. Among participants whose care was managed by a nurse or pharmacist, the Health Education and Benefits Navigation were the most common intervention categories.

Frequency of interventions Participants managed by a nurse or pharmacist



\$10,000
average claim cost savings per participant

Among participants whose care was managed by a nurse or a pharmacist, we saw average claim cost savings of \$10,000 per participant against the control group.

Projection: For a client with 50 members engaged in Care Navigation pharmacist interventions, we estimate \$500,000 in overall member population savings to the client for those 50 members.

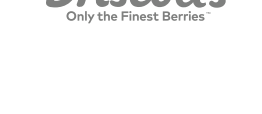
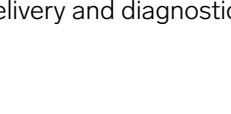
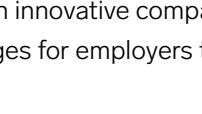
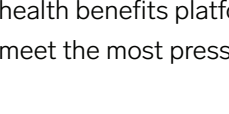
2x
savings

Claim cost savings equivalent to \$12.35 PEPM was measured for participants whose care was managed by a nurse or pharmacist. This savings is approximately twice the Care Navigation program fee, providing roughly a 2x savings for these participants.

In other words, for every \$1 spent on Care Navigation, clients saved \$2 on participants whose care was managed by a nurse or a pharmacist.

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