

CLIENT SUCCESS STORY | HEALTHCARE

Collaborating to reduce risk and drive \$3Million savings for a regional HMO

Identifying the highest-risk individuals is challenging and expensive for today's healthcare industry. With the right blend of analytics and feet on the street, health plans can find the members with greatest needs in their populations and help them to get the support needed to lead healthier lives.

AxisPoint Health, an HGS company, has partnered with a not-for-profit regional health plan to provide disease management programs helping high cost, high risk Medicaid patients to achieve better outcomes with a substantial savings to the client.

The combination of our specialty algorithms, with community-based care teams, delivered one-on-one patient counseling, health assessments, and personalized care plans to help patients better self-manage their conditions. This partnership has proven highly successful in generating significant financial savings for the client while significantly improving quality of care, engaging providers, and reducing risk.

CLIENT

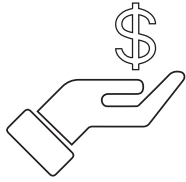
The client is a publicly sponsored, not-for-profit, Health Maintenance Organization with a mixed commercial and predominantly Medicaid membership of 300,000 lives. Their operating region spans two rural counties spread across a large geographic footprint.

ISSUE

The client serves one of the fastest growing yet poorest and least healthy regions of the State. The area is high in comorbidities, Social Determinants of Health, and behavioral health issues.

SOLUTION

Our HGS AxisPoint solution accurately identified and addressed impactable health risk members with counseling, assessment, utilization and case management, and care planning for Core 5 conditions, Complex Case Management, and Continuity of Care Transition.



Significant Financial Savings

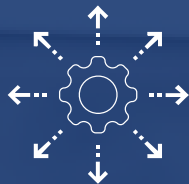
5.2%

PMPM savings over 2 years
(\$1.28 Million)

Prior to engaging with AxisPoint, the client's in-house care management team focused on the Core 5 conditions. From the initial sampling of claims data, the AxisPoint algorithms quickly identified the highest-risk individuals across an aging, rural population with one of the lowest provider-to-patient ratios in the country. The HGS team partnered with the client to develop a stratified approach, in which the HGS team concentrated on the highest-risk of the population and the client focused on the lower-risk members.

The care management team consists of Registered Nurses, Licensed Counseling Social Workers, Community Health Workers, Dietitians and other professionals. We customized the bilingual team to the needs of the rural membership, building in a strong contingent of community health workers and social workers. Finding Medicaid recipients can be challenging in any population, and the team leveraged our predictive analytics and modeling to accurately identify the most vulnerable and high-cost members of this population.

- 5.2% PMPM savings over 2 years (\$1.28 Million)
- 27% reduction in participant member risk scores
- 36% average relative improvement across 10 HEDIS
- 12.8% reduction in ED visits and 9.6% reduction in inpatient admissions



Improved Care Through Innovative Solutions

3.31:1 ROI
 and **\$376.61**
 per case savings

Results

Healthcare payers use risk scores as the barometer to estimate costs, target interventions, and prevent populations from developing more serious conditions. A population heavy with comorbidities is expensive for any health plan. Using our targeted approach of identifying the members most in need with actionable data and analysis, and then improve skilled care team ratios, with focus on unique member needs, we reduced member risk scores by 27%. Of the 8,513 engaged participant member months, at \$376.61 per case savings, we achieved a bottom-line impact to the client of savings of \$3.19M for year one. This translates to an ROI (difference of differences) of 3.31. We achieved client savings as a result of our people-process-technology—the analytics and stratification we provided are ably supported by domain expertise.

Achieving better clinical outcomes across 10 HEDIS measures is a priority for the client. HGS AxisPoint worked collaboratively with the client to meet stringent measurements with a chronic care focus, preventive SDOH identification and treatment. Our strategy assessed the member population with the aim of keeping these individuals at home with member education and support from our care team. Meaningful change in outcomes came from empathetic and responsive team members gaining the trust of the members in their care.

About HGS

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients.

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