



Best-in-Class Care, Improved Outcomes

Above-and-Beyond Utilization Review & Case Management

CASE MANAGEMENT

When an employee needs special support on quality of treatment or overall quality of life... and you need another set of eyes on cost, it is time for HealthWatch.

HealthWatch Registered Nurses serve as Case Managers, providing patients with one-on-one care and emotional, medical and financial guidance during acute medical treatment and their journey with a life-threatening illness — all to achieve the best possible outcomes while minding your bottom line. **In fact, HealthWatch clients average \$7 in cost savings for every dollar spent on Case Management.**

The Value of Utilization Review and Case Management

For Employers

- Reduced Healthcare Costs
- Improved Productivity
- Reduced Absenteeism
- Enhanced Employee Relations

For Employees

- Improved Health & Outcomes
- Best-in-Class Care
- Fewer Hospital & ER Visits
- Lower Medical Expenses

Going Above and Beyond

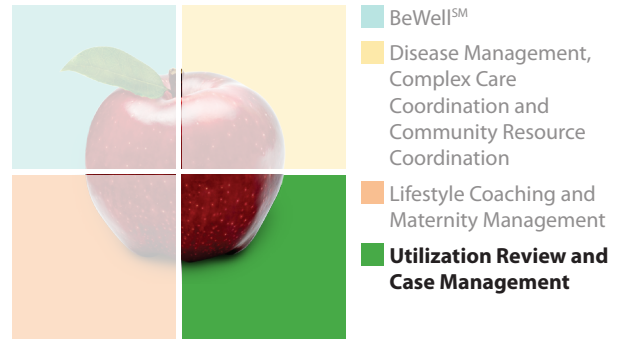
HealthWatch Case Managers are registered nurses with advanced credentials and experience in a range of specialty areas. These advocates guide individuals with acute illness through building, implementing, and following a treatment program for the best possible care and outcome.

Case Management Study Results*

- Overall costs: reduced by 26%
- Hospital admissions: reduced by 38%
- Hospital days: reduced by 36%
- Emergency room visits: reduced by 30%
- Home care: increased by 22%
- Hospice use: increased by 62%

* American Journal of Managed Care, February 2007; Study examined Case Management impact on those with illnesses like late-stage cancers

4 of 4 in a series



Metrics for Success

- Patient improvement analysis
- Patient satisfaction ratings
- ROI on each dollar spent

Manufacturing Client Outcomes

- 900 Employees
- 94 patients in case management in 2009
- Case Management Services
- **\$429,000 Annual Savings**

Financial Institution Client Transplant

- 536 Employees
- Negotiated Global Transplant Rate
- Transplant savings: \$144,000



The HealthWatch™ Difference:

- Fully integrates with HealthWatch & GPA
- Early Identification of referral or trigger diagnosis
- Onsite medical director
- One-on-one care for patient empowerment
- Registered nurses with specialty credentials

Personal and Effective Care

At GPA, we always have an eye on your bottom line, but we also understand the complex and emotional nature of acute illness and intensive medical treatment situations. Our case management specialists focus in highly targeted ways on those most difficult cases and in those times when support is needed most.



Benefits & Features

• Utilization Review

- » Assists patients with understanding their diagnosis, treatment plan and related financial implications and recovery
- » **Registered Nurses contact patients prior to hospital admission to assist with pre-operative teaching and treatment education, and after to assist with discharge and home transition planning**
- » Offers one nurse throughout process
- » Coordinates with GPA Benefit Advocates who contact patient post-procedure to help with benefit questions
- » Identifies treatment and high cost claim identification and monitoring; serves as first point of contact for physicians and hospitals to inform of trigger diagnosis and procedures
- » Features nurse, physician and medical director case and treatment review to ensure medical necessity and enhance care quality
- » Achieves better savings for employers
- » Accesses claim data for accurate reporting
- » Fully integrates with other HealthWatch programs

• Case Management

- » Employs registered Nurses, with advanced achievement in end-stage renal disease, oncology, organ transplant, rehabilitation, disability, pediatrics, case management and more
- » Integrates with HealthWatch, claims, pharmacy, EAP, and customer service to provide best care and outcomes
- » Initiates case management at initial trigger diagnosis, achieving cost savings and treatment plan success (*Other TPAs and carriers wait for a high dollar amount in claims before starting case management.*)
- » Offers onsite medical director for peer-to-peer consultations with treating physicians, pharmacists, and staff
- » Provides patient-focused case management to ensure understanding and adherence to treatment plan, including multilingual staff and patient education library
- » Identifies treatment plan barriers and applies internal or external services for success
- » Coordinates with providers to deliver treatment plans that are medically necessary and national guideline compliant
- » Ensures efficient renewals by providing cost of care and treatment plan projections, enhanced by frequent updates to the stop/loss staff

The GPA Special Touch

"A leukemia patient, drove 50 miles each way weekly for chemotherapy and bone marrow transplant preparation. Too weak to drive home, he was sleeping overnight in his car. The GPA case manager intervened, making arrangements for a donated hotel room. When the patient was ready for the transplant that would cure his leukemia, our case manager collaborated with the transplant center of excellence to provide a global transplant contract rate, saved the group \$74,000."

— HealthWatch Case Manager

"Thank you so much for helping our precious gift from God survive and have many days at home where he belongs."

— Note from Mother of a premature baby who was born with life-ending congenital abnormalities that required months of NICU care. The GPA case manager coordinated a high level of pediatric home care which allowed the family to care for their baby at home as long as possible, while saving more than \$53,000 in hospital charges.



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