



# Reduce Healthcare Costs, Improve Care & Outcomes

'Healthier' Organizations opt for Disease Management, Complex Care Coordination and Community Resource Coordination programs

## DISEASE MANAGEMENT

**With more than 75% of healthcare costs due to chronic conditions,\* more and more employers are considering disease management programs.**

These programs provide options to help prevent costly conditions and assist employees with managing their care. GPA created HealthWatch™ Disease Management (DM), Complex Care Coordination and Community Resource Coordination programs years ago, as solutions to ever-more costly conditions. Designed to improve and streamline treatment for chronic health conditions, these programs help employees better manage their care and make them more responsible for their own well-being while helping employers benefit from lower medical claim costs and improved outcomes.

### The Value Of Disease Management, Complex Care Coordination & Community Resource Coordination

For Employers	For Employees
Reduced medical claim costs	Better quality of life and outcomes
Reduced absenteeism	Improved care
More productive workforce	Fewer hospital visits
Enhance employee relations	Lower medical expenses

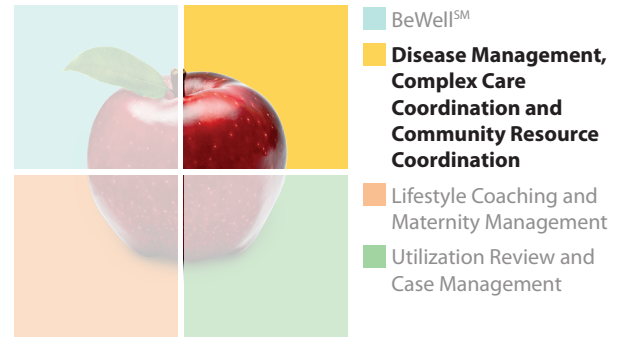
### Disease Management, Complex Care Coordination and Community Resource Coordination Works

GPA clients with 100 - 1000 employees that use Disease Management, Complex Care Coordination and Community Resource Coordination **realize an ROI of 3:1.**

A key to getting the most short- and long-term value from money spent on healthcare is using a balanced combination of disease management and wellness programs tailored to the specific needs of your workforce.

\*[www.cdc.gov/chronicdisease/resources/publications/AAG/chronic.htm](http://www.cdc.gov/chronicdisease/resources/publications/AAG/chronic.htm)

2 of 4 in a series



### Metrics for Success

- Comparison: Disease Management participants before and after an intervention program
- Use a control group
- Review admissions, office visits, pharmacy use, medical costs
- Conduct Benchmarking

### Denbury Resources Outcomes

- 200 Employees
- ROI of approximately **5:1** after several years in the Disease Management program
- **\$384,399.00** in annual saving

### Petro Hunt Outcomes

- 250 Employees
- Before DM, admissions per 1000 acute episodes were **112**; after DM interventions, hospital admissions decreased by **68%**
- PMPM medical costs dropped from **\$682** to **\$18** over two years for participants



### The HealthWatch™ Difference:

Full integration with HealthWatch services • Offers ROI based on direct results  
Programs tailored to your unique needs

# Supporting Sustained Health Management

HealthWatch works with individuals with chronic disease diagnoses to help improve quality of life and reduce medical claim costs through early intervention, coordination among service providers and educational programs.

## Benefits & Features

- **Disease Management**
  - » Targets employees with chronic disease diagnoses including asthma, diabetes, depression, coronary artery disease, congestive heart failure and chronic obstructive pulmonary disease
  - » Identifies participants whose care has the potential to be most costly by examining claim cost, pharmacy data, co-morbidities and noncompliance patterns and through EAP referrals
  - » Provides early intervention, service provider coordination and educational programs such as onsite wellness seminars, health reminders and monthly newsletters
  - » Monitors progress and plan follow-through via proactive telephonic outreach from Care Coaches
  - » Care Coaches include registered dietitians, registered nurses, exercise specialists, obstetric nurses, diabetes educators, respiratory therapists, and physical therapists
  - » Improves quality of life and reduces health care costs
  - » Integrates with other elected HealthWatch programs
- **Complex Care Coordination**
  - » Targets employees with complex chronic disease diagnoses such as chronic kidney disease, lupus, MS, arthritis, crohns and obstructive sleep apnea
  - » Provides care coordination and education to help participants learn how to best control their condition and improve their overall health
  - » Provides participants with an interdisciplinary assessment team including a medical director, nurses, mental health therapist and dietitians
  - » Significantly improves quality of life and reduces healthcare costs
  - » Integrates with other elected HealthWatch programs
- **Community Resource Coordination**
  - » Provides employees with a comprehensive coordinated, multidisciplinary, community-based system of prevention, education, early intervention and transition services
  - » Helps claimants with benefit coverage concerns, access to appropriate care and resources while receiving care i.e., transportation, hotel
  - » Helps identify (upon request) concerns, priorities and resources as well as service coordination, financial and community service options
  - » Connects individuals (upon request) to resources and intervention services
  - » Accepts referrals from physicians, EAP, case management, employers, schools, daycare centers, families and other community agencies



## The GPA Special Touch

“The participant was struggling to manage severe depression and was concerned he could not keep working. His Care Coach created a care plan, including locating specialists, educating him on his diagnosis, addressing hesitations that would have stopped him from seeking services, and providing educational materials for his spouse. The participant reported being far more productive and much happier in his job and that family issues had been greatly reduced.”

— Disease Management Employer  
on Participant Success

“A child was doing poorly in school due to absenteeism from his uncontrolled asthma. I collaborated with the school nurse to assist his mother with treatment plan compliance and follow-up, and had the benefit advocate work with his mother to provide a better understanding of her health plan benefits. In turn, the mother worked with her provider to obtain a treatment plan that included medical management and allergy testing. As a result of the intervention, the child’s asthma improved significantly, his monthly ER visits went to zero, his school absenteeism decreased and his grades improved.”

— HealthWatch Care Coach



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