

# 2016 Care Management Outcomes

## Complex Case Management



100% PARTICIPANT SATISFACTION

5:1

RETURN ON INVESTMENT

## Inpatient Utilization Management

MedCost Average

National Average\*

Days of Care/  
1,000 Covered Lives

139 < 168

Admits/  
1,000 Covered Lives

33 < 36

Average Length  
of Stay (days)

4.2 < 4.7

Readmission  
Rate

3.8% < 7.9%

\*MCG Guidelines 21<sup>st</sup> edition

9:1 RETURN ON INVESTMENT

## Outpatient Utilization Management

4.3%

PROCEDURES AVOIDED

5.4:1

RETURN ON INVESTMENT

## Teladoc



AVERAGE RETURN ON INVESTMENT

3.5:1

WITH RESULTS RANGING UP TO

7.5:1

## Nurse Health Coaching



9 out of 10 participants experienced a positive health change

90%

of participants with this goal reduced A1C levels

80%

of participants with this goal improved BMI

48%

of participants with this goal improved blood pressure levels

★★★★★ 100% PARTICIPANT SATISFACTION

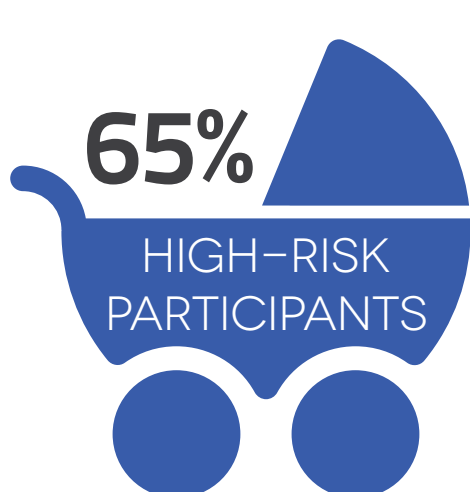
## SmartStarts Maternity Management

33:1

RETURN ON INVESTMENT

100%

PARTICIPANT SATISFACTION



## Behavioral Health Utilization Management



Partial Hospitalization ROI

3:1-4.4:1

Residential Programs ROI

3.5:1

Intensive Outpatient ROI

19.7:1