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# PEBA

***Integrated Health Risk Management  
Working Together to Improve Health  
& Succeed in Managing the Costs of Employee Health***

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Rick Uth



# ***Workshop - Working Together for Employee Health & Cost Containment***



# SPS Technologies



- Developer, manufacturer and supplier of aerospace fasteners and precision components in Jenkintown, PA
  - A Division of Precision Castparts Corporation (PCC), Jenkintown, PA
  - 1000 employees, operating 24 hours a day, six days a week
  - Metrics driven company
-

- Consulting & Program Design
- Data Analytics
- Health Risk Assessment/Biometric Screenings
- Onsite Health Services
  - Nurse Practitioner
  - Occupational Health
  - Nurse/Health Coach
  - Education & Support
- Telephonic Coaching
- Care Coordination
- Disability/Case Management
- OSHA Surveillance

# IBC Health Management



**Wellness Support**

**Urgent Needs Support**



**Condition Management**

**Decision Support**



**Complex Care Support**

*Supporting movement in the right direction*

# Philosophy



- Maintain health & productivity of each individual
  - Prevent disability from chronic conditions through risk reduction & self care
    - Integration of all health & productivity data
    - System review of each employee/dependent
    - Identification of needs across spectrum of available services
    - Coordination of activity among service providers
  - Reduce medical costs & days lost related to manageable & preventable conditions
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# Strategies



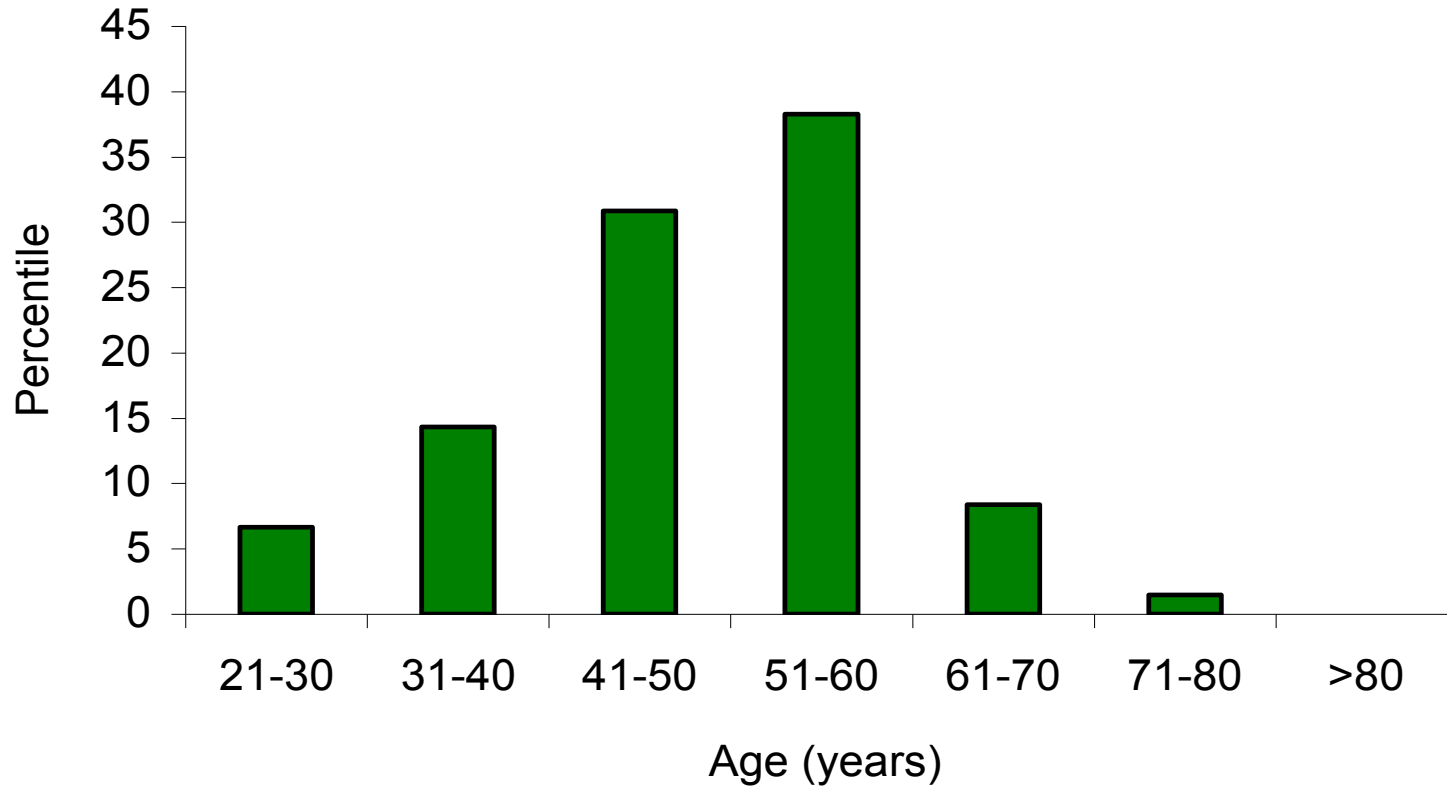
- Senior leadership commitment & support
  - Integration of employee wellness with benefits strategic planning & design
  - Integration of wellness with occupational health, STD & WC
  - Management supervisor education & support
  - Employee buy-in & engagement
  - Culture of wellness - company policies advocate optimal health
-

# SPS Human Resources

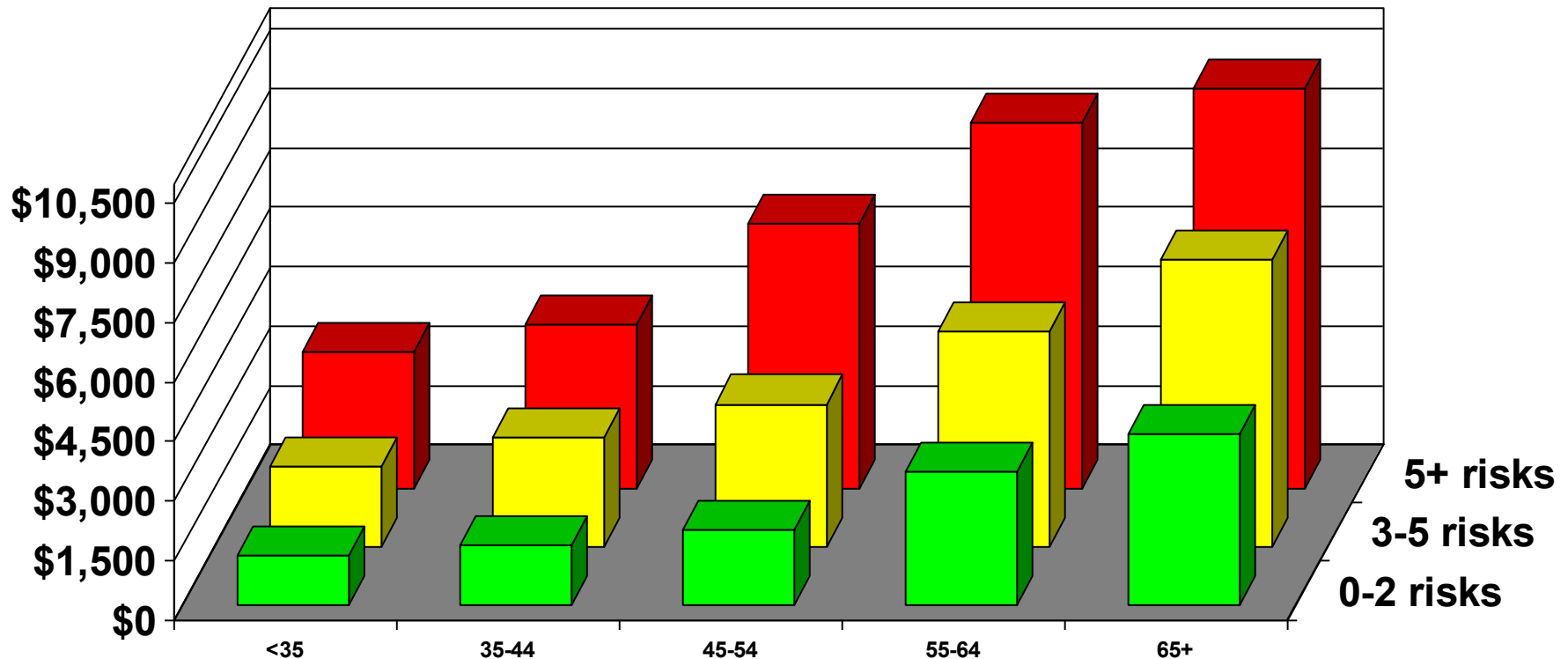


- **SPS – Environmental Health & Safety**
  - **Onsite Clinic:** Occupational Health; Injuries; Wellness
  - **Disability:** Worker’s Compensation, Short & Long Term Disability, Absence Management
  - **Safety:** Prevention, Root Cause Analysis, First Aid
- **WellNow:** HRA/Biometrics, On-site Health Coach & Occupational Health Nurse, Incentive Management, Care Coordination
- **IBC:** Wellness Partners & Lifestyle Improvements, Case Management, Disease Management, Maternity
- **EAP:** Mental Health & Work Life Balance Services

# What are the Health Issues – Aging Workforce



# Age Drives Cost & Risk



Source: StayWell Health Management

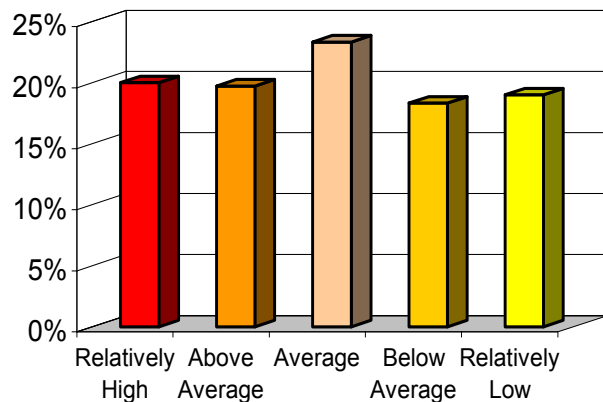
N=43,687

# Distribution of Population Disease Risks by Percentile

## Type 2 Diabetes

N\* = 360

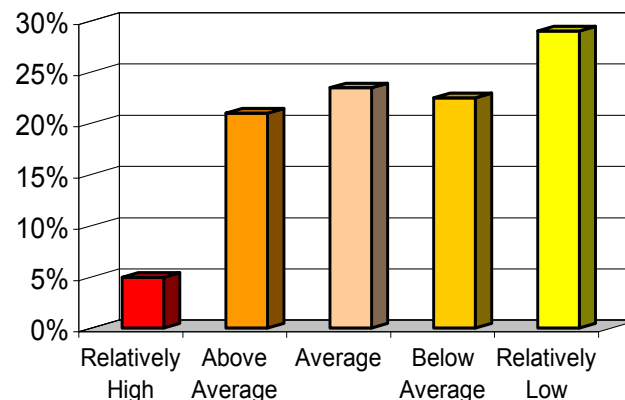
Relatively High	Above Average	Average	Below Average	Relatively Low
20%	20%	23%	18%	19%



## Coronary Heart Disease

N = 405

Relatively High	Above Average	Average	Below Average	Relatively Low
5%	21%	23%	22%	29%



\*N refers to the number of people who received a KYN risk prediction for the specific disease.

Disease risk is classified by an age- and gender-specific risk percentile as follows:

- Relatively High**      >=80th percentile
- Above Average**    >=60th and < 80th percentile
- Average**            >=40th and <60th percentile
- Below Average**    >=20th and <40th percentile
- Relatively Low**    <20th percentile

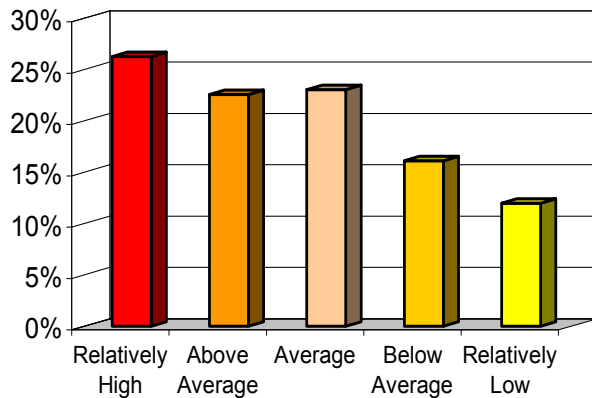
**No data for COPD and lung cancer because those models were only run for smokers.**

# Distribution of Population Disease Risks by Percentile

## Stroke

N = 403

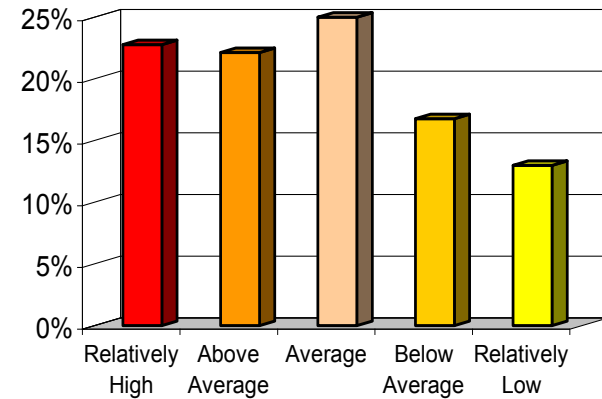
Relatively High	Above Average	Average	Below Average	Relatively Low
26%	23%	23%	16%	12%



## Heart Failure

N = 316

Relatively High	Above Average	Average	Below Average	Relatively Low
23%	22%	25%	17%	13%



\*N refers to the number of people who received a KYN risk prediction for the specific disease.

Disease risk is classified by an age- and gender-specific risk percentile as follows:

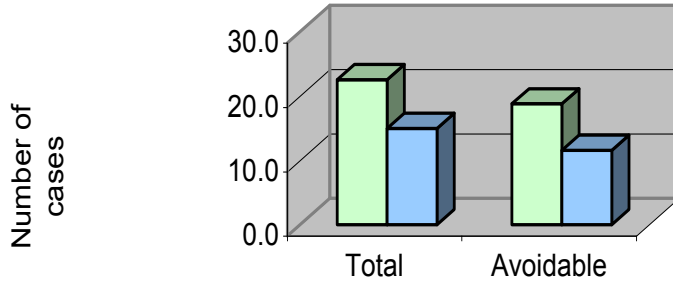
- Relatively High**      >=80th percentile
- Above Average**    >=60th and < 80th percentile
- Average**            >=40th and <60th percentile
- Below Average**    >=20th and <40th percentile
- Relatively Low**    <20th percentile

No data for COPD and lung cancer because those models were only run for smokers.

**Projected Number of Total\* and Avoidable\*\* Cases of Disease Onset Within the Next Five Years:  
Study Population and Comparisons\*\*\* with National Averages\*\*\*\***

**Type 2 Diabetes**

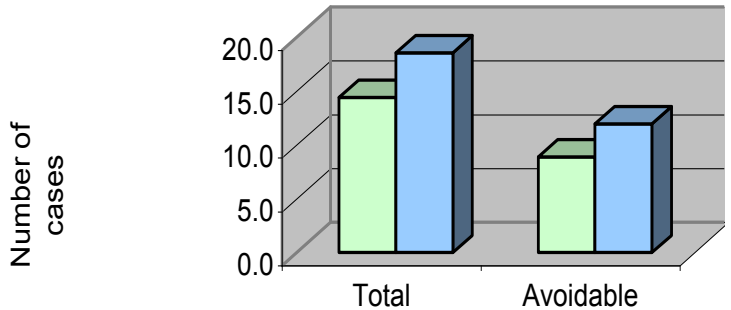
	Total	Avoidable
Study Population	22.6	18.8
National Average	15.0	11.6



■ Study Population    ■ National Average

**Coronary Heart Disease**

	Total	Avoidable
Study Population	14.4	8.9
National Average	18.6	12.0

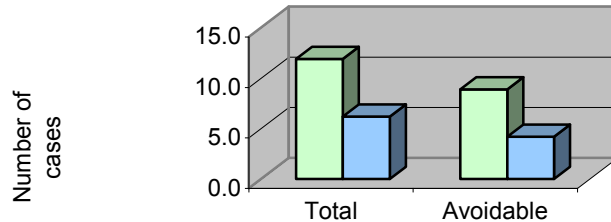


■ Study Population    ■ National Average

# Projected Number of Total\* and Avoidable\*\* Cases of Disease Onset Within the Next Five Years: Study Population and Comparisons\*\*\* with National Averages\*\*\*\*

## Stroke

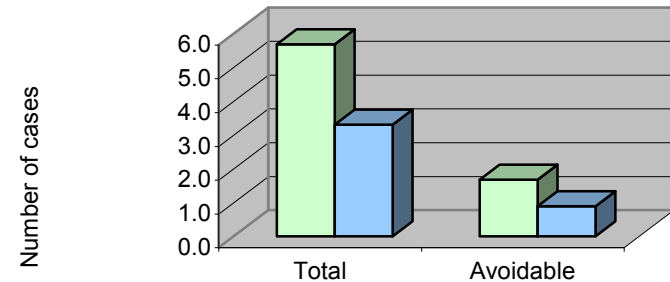
	Total	Avoidable
Study Population	11.9	8.9
National Average	6.2	4.2



■ Study Population   ■ National Average

## Heart Failure

	Total	Avoidable
Study Population	5.7	1.7
National Average	3.3	0.9



■ Study Population   ■ National Average

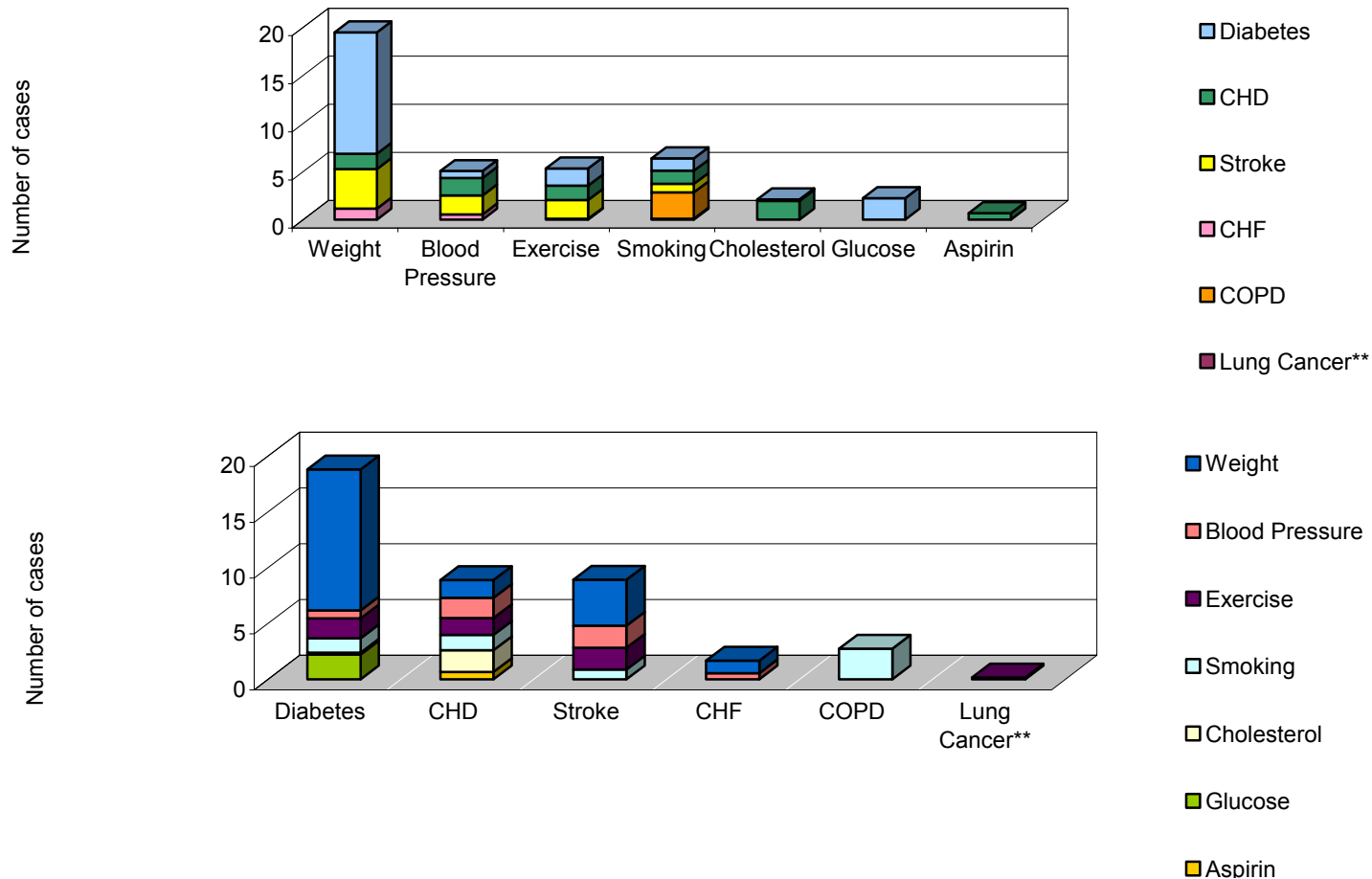
\* "Total cases" is the projected number of new cases in the study population over the next 5 years.

\*\* "Avoidable cases" is the number of new cases that can be avoided in the next 5 years, if all modifiable risk factors are brought within the normal range.

\*\*\* Numbers in red indicate that the study population may be less healthy than the National Average.

\*\*\*\* The National Average is derived from the National Health and Nutrition Examination Survey (NHANES), and it is weighted by the age and gender distribution of the study population. In other words, the National Average is the average value among an NHANES sample that has the same age and gender distribution as the study population.

# Contribution of Risk Factors to Avoidable Cases\* of Each Disease



\* "Avoidable cases" is the number of new cases that can be avoided in the next 5 years, if all modifiable risk factors are brought within the normal range.

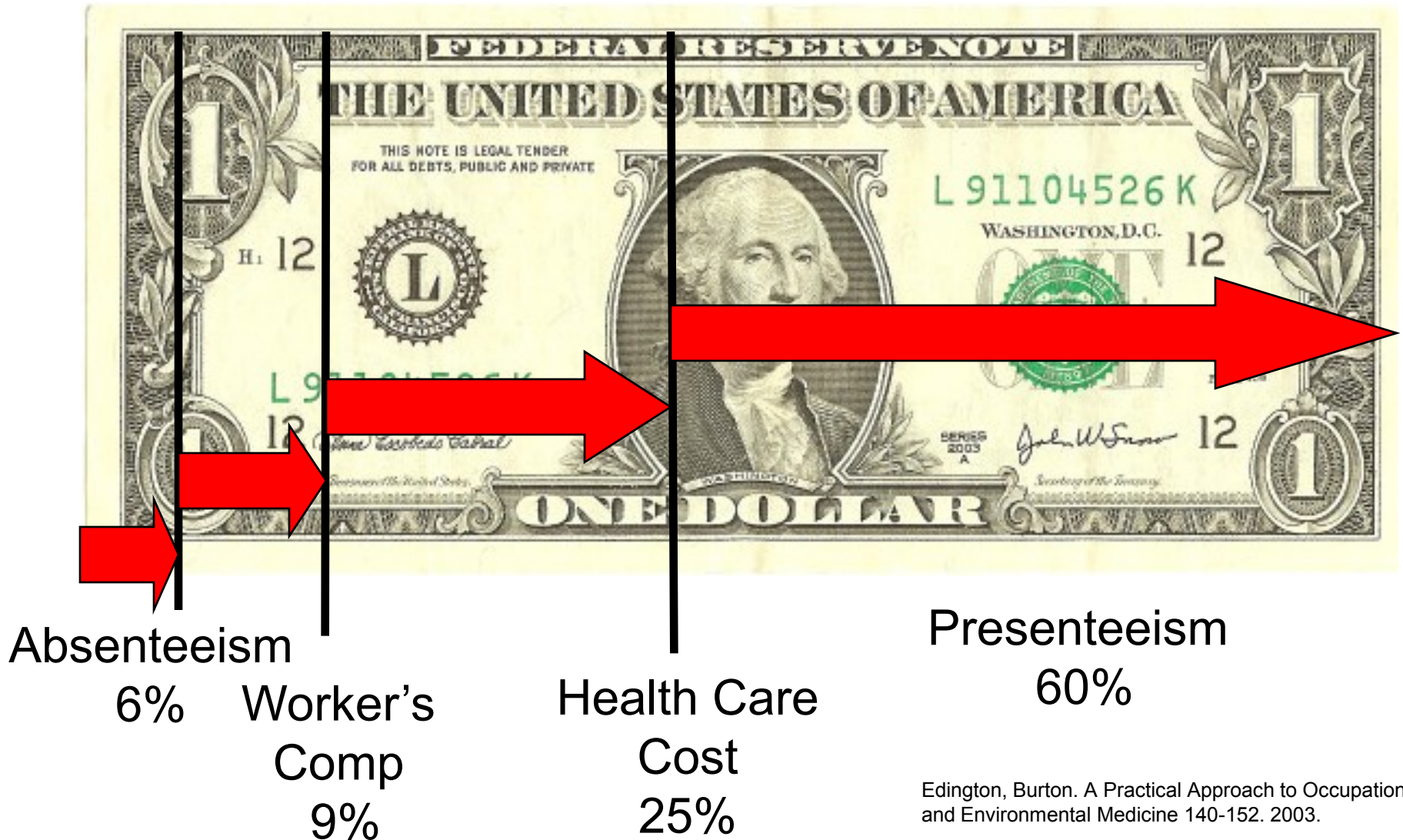
\*\* Although most lung cancer cases are attributed to smoking, quitting smoking can only reduce a small portion of lung cancer risk within the next 5 years. The impact of quitting smoking would be much higher in 10 to 20 years.

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# Impact on Claims

- Experienced several high claims (>\$100,000)
    - Cancer
    - Cardiovascular Disease
    - Musculoskeletal/connective tissue
  - What drove costs?
    - Inpatient - med/medical/surgical and ICU
    - SNF
    - Pharmacy
    - Radiology
-

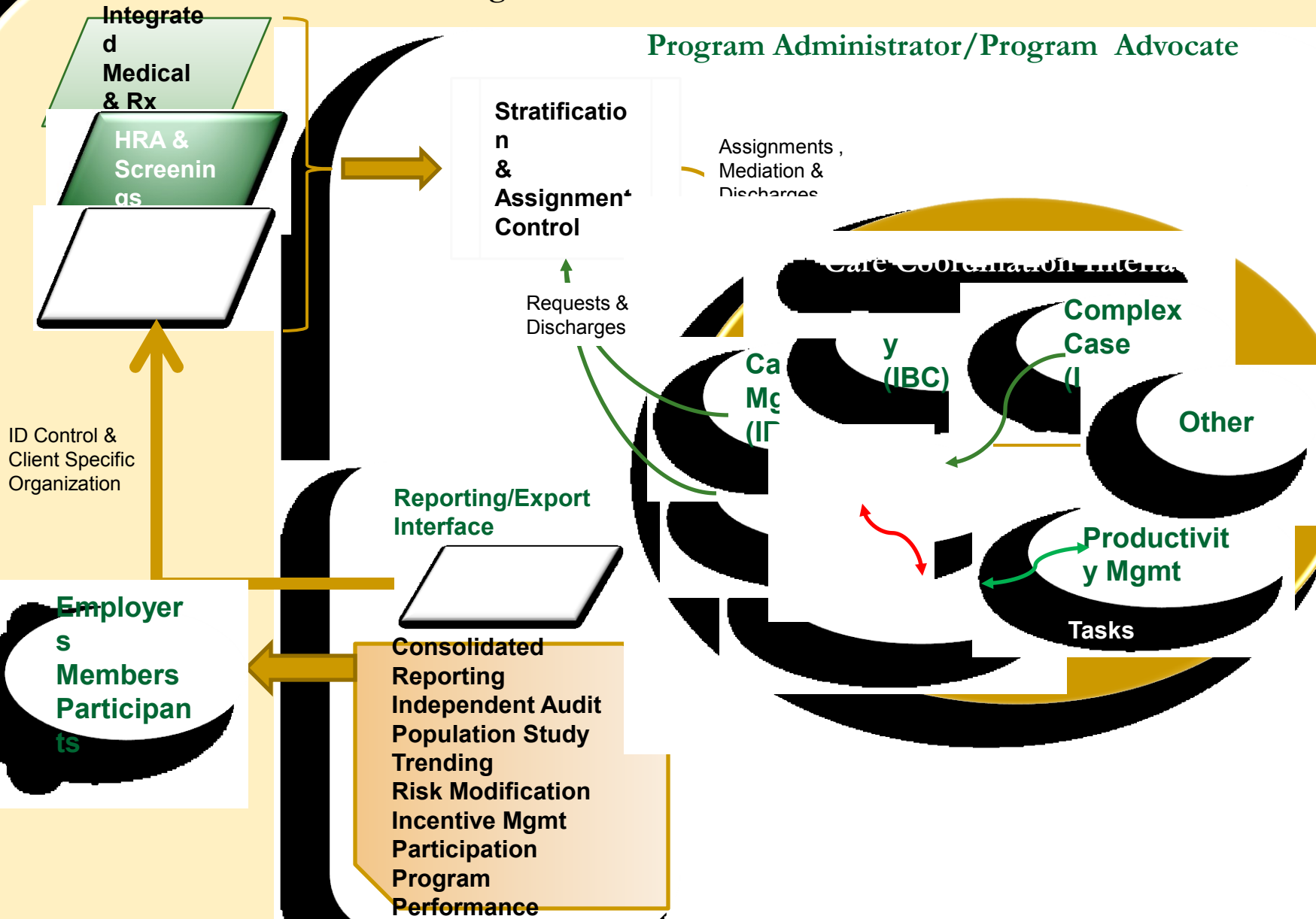
# But What is the Total Cost of Health



Edington, Burton. A Practical Approach to Occupational and Environmental Medicine 140-152. 2003.

# Program Coordination and Evaluation

## Program Administrator/Program Advocate



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**Condition  
Management**

**WellNow  
Onsite  
Support**

**Complex Care  
Support**



**Wellness  
Support**

**Worksite  
Wellness**

**Decision and  
Urgent Need  
Support**

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**Right Intervention, Right Time, Right Reason**

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# Getting Started

- Incentives
  - Employee Commitment – Enrollment Process
  - HRA/Screenings/Surveillance
  - Risk Stratification
  - Coaching – Care Coordination
    - Screening Results
    - Level of Risks
    - Level of Intervention
    - Readiness to Change
-

# On-Site Wellness



## ■ Employees

- ❑ Health Risk Assessment & On-Site Screening
- ❑ Match individual with health coach
- ❑ Develop Individual Health Improvement Plan
  - Integrate IBC Wellness Services
  - Integrate IBC Wellness Partner On-Site Programs
- ❑ Referrals to IBC Case Management & Disease Management
- ❑ Referrals to EAP

## ■ Spouses

- ❑ Screenings & Telephonic Coaching
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# On-Site Wellness

## ■ Clinic

- ❑ Coach – Personal Health Improvement Plan
  - Readiness to Change
  - IBC Education, Programs & Services that support plan
- ❑ Chronic Condition → IBC Program
- ❑ Disability → IBC Case and Disease Management
- ❑ RTW from Disability or Injury → Health Coach

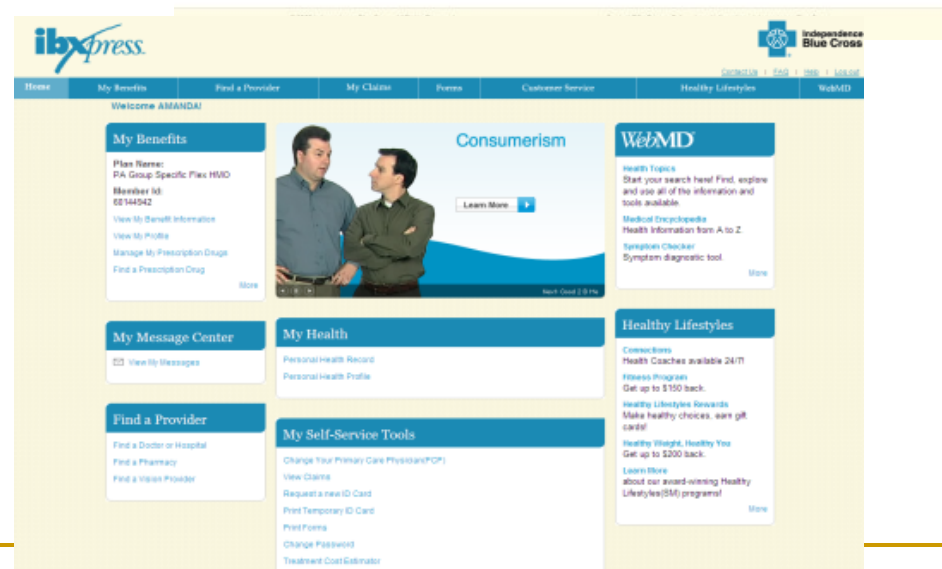
## ■ Wellness Committee

- ❑ Interest Surveys
  - ❑ Monthly Themes
  - ❑ IBC Wellness Partner Programs
-

# Enhanced Products and Services

## Partnering with WebMD

- well respected clinical resources;
- proven technology and experience in consumer information resources;
- continuous review of the site for accuracy and timeliness.



# Wellness and Preventive Care

## Incentives and reimbursements up to:

- ❑ \$200 for weight management program
- ❑ \$200 for smoking cessation program
- ❑ \$150 gym reimbursement
- ❑ \$100 for lactation consultant
- ❑ \$50 for prenatal classes and for breast pump
- ❑ \$25 bike helmet reimbursement
- ❑ \$25 for first-aid and CPR classes



# Wellness Partners®

- Dedicated Health Promotion Coordinator
- Annual wellness operating plan
- Tools supporting targeted health education programming
  - Personal Health Profile
  - Monthly Wellness Tips
  - On-site & on-line seminars
  - HealthClips™ & DVD Lending Library
  - Health improvement toolkits
  - Preventive health screenings
  - Tobacco cessation programs & telecounseling
  - Quarterly newsletter
- Immunizations & Screenings
  - Flu shots, BMI, blood tests, cancer screening
- Web Resources:
  - [www.ibx.com/worksite\\_wellness](http://www.ibx.com/worksite_wellness)
  - [www.ibx.com/promotionguide](http://www.ibx.com/promotionguide)

The screenshot displays the Wellness Partners website interface. At the top left is the logo for Independence Blue Cross. The main title 'Wellness Partners' is prominently displayed. Below the title, there is a table of contents for 'Healthy Lifestyles' magazine, listing topics like 'Diverse Race Day 2014', 'Fruits and Vegetables', 'Food Safety', 'Group Spotlight', and 'Upcoming Health Observances'. The main content area features a section titled 'Healthy Lifestyles' with a sub-heading 'How can our programs help you?'. This section lists several programs: 'Smoking Cessation Program' (offering up to \$200 back), 'Fitness Program' (offering reimbursement up to \$150), 'Weight Management Program' (offering up to \$200 back), and 'Safety Program' (offering reimbursement up to \$25). A 'Welcome to our newest Wellness Partners' box at the bottom right lists 'Americas', 'DuPont', and 'Ledy's' as new members, with the text 'The Academy of Natural Sciences' and 'We look forward to a successful year with all of you!'.

Healthy Lifestyles™	
Diverse Race Day 2014	1
Fruits and Vegetables	2
Food Safety	3
Group Spotlight	4
Upcoming Health Observances	4

**Smoking Cessation Program**

- Get up to \$200 back when you complete your choice of a variety of proven smoking cessation programs.
- If the program you choose costs less than \$200, the difference may be applied toward prescription smoking cessation aids and/or nicotine replacement products.

**Weight Management Program**

- Receive up to \$200 back on the cost of program fees when you enroll in either 'Weight Watchers' or a Network Hospital weight management program.

**Safety Program**

- A reimbursement of up to \$25 for any American Red Cross or American Heart Association first aid or safety course.
- A bike helmet reimbursement of up to \$25 for an approved helmet for each eligible member of your family.

Welcome to our newest  
**Wellness Partners**  
Americas  
DuPont  
Ledy's  
The Academy of Natural Sciences  
We look forward to a successful year with all of you!

# Connections<sup>SM</sup> Health Management

## *Program Features*

- Access to a Health Coach 24/7, 365 days a year
- Personalized calls from your Health Coach
- Customized educational materials and health reminders mailed to your home
- Online tools, resources and educational modules



### THE HEALTH COACH

A specially trained health care professional (nurse, dietitian, or respiratory therapist) with 10-15 years experience within a wide variety of specialties.

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# Disease Management

## *Common Chronic Conditions*

- ❑ Asthma
  - ❑ Coronary heart disease (CHD)
  - ❑ Chronic obstructive pulmonary disease (COPD)
  - ❑ Heart failure
  - ❑ Diabetes
  - ❑ Hypertension
  - ❑ Migraines
  - ❑ Gastroesophageal reflux disease (GERD)
  - ❑ Peptic ulcer disease (PUD)
-

# Decision Support

- Support and education to members facing important treatment decisions
  - Obesity
  - Prostate cancer
  - Breast cancer
  - Back pain
- Help members work effectively with their physicians to make “shared decisions” that are right for them.



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# Connections<sup>SM</sup>

## Health Management Programs

### **Complex Chronic Care Management**

- Amyotrophic Lateral Sclerosis (ALS)
  - Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP)
  - Multiple Sclerosis
  - Myasthenia Gravis
  - Parkinson's Disease
  - Seizure Disorders
  - Rheumatoid Arthritis
  - Systemic Lupus Erythematosus (SLE)
  - Dermatomyositis
  - Polymyositis
  - Scleroderma
  - Crohn's Disease
  - Cystic Fibrosis
  - Gaucher Disease
  - Hemophilia
  - Sickle Cell Disease
-

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# Case Management

## *For members with*

- ❑ Complex medical needs that require special coordination of care
  - ❑ Complicated rehabilitation, home care, and equipment needs
  - ❑ Primary diagnosis of cancer that are actively being treated
  - ❑ Dangerous complications during pregnancy.
-

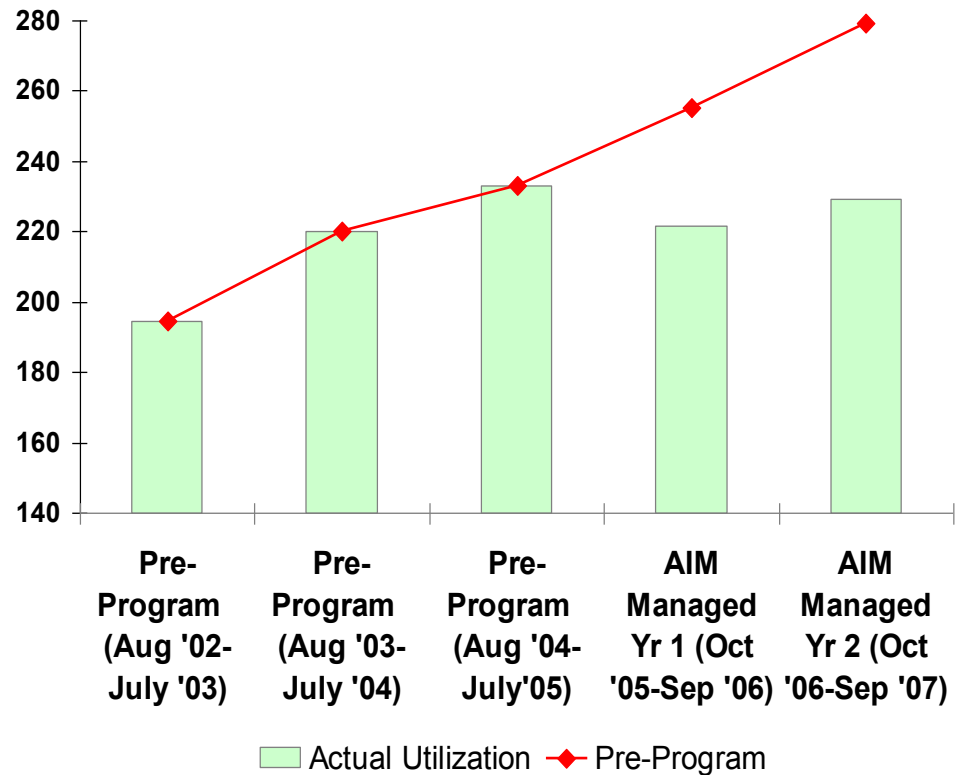
# Utilization Management

## ■ Pre-authorization

- Surgery
- Advanced Imaging (CT, MRI, PET, Nuclear Cardiology)
- Home Care, Medical Equipment (DME), Injectable Drugs

## ■ Concurrent Review

## ■ Discharge Planning



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# Partnership

- Process mapping and adaptation to client
  - Integrate data inputs with coaching process
  - Set performance standards for coaches/users
  - Ongoing review for process adherence & performance monitoring
  - Monthly reports & meetings as needed
  - Client reviews
-

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# Integration Process

- Legal Agreements
- Data Base
  - Demographics
  - HRA/Biometrics – Risk Stratification
  - Coaching Support
  - Claims Data
- Team – Case Referral/Review
  - WellNow
  - IBC

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# Work Flow

- Initial & Ongoing Monthly Data Transfer
    - Identifies individuals enrolled in IBC programs
    - Data engine matches with other data & identifies individuals who
      - Appear to be involved with multiple programs or overlaps
      - Need intervention but no documentation of program participation
  - WN Care Coordinator works with WN Health Coach, IBC (and other vendors) to adjust/initiate services to match need
    - Care Coordinator may request that IBC “close” a case or “enroll” a case; will do the same with WN Health Coach
    - Monthly review after data transfer for ongoing audit of process/performance
    - IBC & WN work together to adjust processes as needed
-

USI + Dep:  
Name:  
DOB:  
Mkt Segment:  
Customer ID:  
Mbr Months:  
HLS Eligibility:

Improved Targeting  
of Members with  
High Needs

**STRATIFICATION**

Medicare - Complex High High

STRATIFICATION RULE	LEVEL
10 or more Prescriptions	Yes
Medical Cost more than \$20000	Yes
Readmission	Yes
3 or more Admissions	Yes

**GAPS IN CARE(Current)**

<input checked="" type="checkbox"/> Poly Pharmacy	<input type="checkbox"/> PCP Visit
<input type="checkbox"/> Poor Hba1c Control	<input type="checkbox"/> Poor Lipid Control

**GAP ALERTS**

<input type="checkbox"/> No Microalbuminuria Screening	<input type="checkbox"/> No Annual LDL-C
<input type="checkbox"/> No Annual Hba1c Testing	<input type="checkbox"/> No Beta-blocker Treatment
<input type="checkbox"/> No BUN/Serum Creatinine Test	<input type="checkbox"/> No Serum Potassium Test
<input type="checkbox"/> No Retinal Exam	<input type="checkbox"/> No Breast Cancer Screening
<input type="checkbox"/> No Nephropathy Testing	<input type="checkbox"/> No Colorectal Cancer Screening
<input type="checkbox"/> No Cervical Cancer Screening	

**Risk Score**

**RISK SCORE**

Risk Detail	Score
Projected Cost for 12 months	54,322
Risk Score	4.580

**CENSUS DATA**

(Member Community Data)

Median Income: \$ 63106    %High School Graduates: 83.95%  
%Minority: 6.28%

**DISEASE CONDITIONS**

Comorbidity

Level1	Level2	Level3	Source	First ID Date
CAD REVASCLARIZATION (HEALTH DIALOG SUR			HD	
KNEE PAIN/PROBLEMS (HEALTH DIALOG SURGER			HD	
RENAL FAILURE			HCC	
ASPIRATION/SPEC BACTERIAL PNEUMONIAS			HCC	
CONGESTIVE HEART FAILURE			HCC,HD,IBC	07/04/05
PROTEIN-CALORIE MALNUTRITION			HCC	
LEGALLY BLIND			HCC	
FLUID/ELECTROLYTE/ACID-BASE			HCC	

**Gaps in Care**

**MEDICATION ADHERENCE**

DRUG	%
FUROSEMIDE	100%
SIMVASTATIN	100%

**Disease Conditions**

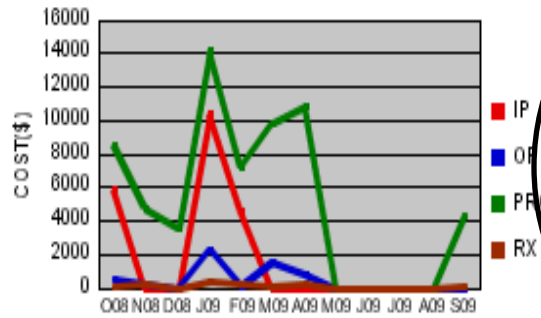
**Medication Adherence**

INPATIENT DETAILED INFORMATION

Facility Name	Facility Type	Admit Date	Discharge Date	Bed Days	Discharge Diagnosis	ER Admit
ST. MARY MEDICAL CENTER	A5	10/19/08	10/22/08	3	486	0
ST. MARY MEDICAL CENTER	A5	01/11/09	01/21/09	8	486	0
ST. MARY MEDICAL CENTER		01/10/09	02/01/09	2	786.50	0
ST. MARY MEDICAL CENTER	A5	02/21/09	02/28/09	5	428.0	0

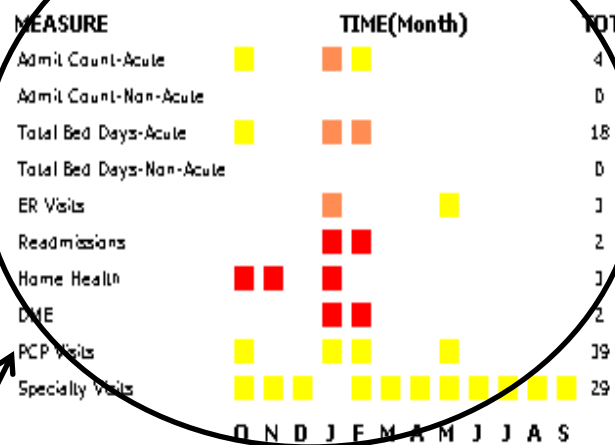
COST TRENDS

(Allowed Amount per month for past 12 months)



UTILIZATION MEASURES

(Occurrence per month for past 12 months)



Healthcare Utilization

Care Coordination

COST DATA

(Total Allowed Amount for past 12 months)

IP	\$20,763	Home Health	\$1,280
OP	\$5,290	DME	\$554
PRO	\$63,177		
RX	\$1,314		
<b>TOTAL</b>	<b>\$90,543</b>		

SUMMARIZED COUNTS

PAST 12 MONTHS

PAST 3 MONTHS

Total Count

Total Count

Prescribing Providers 2

Prescriptions Filled 8

Unique Specialty Provider 6

Rx Therapeutic Count 7

INTERVENTIONS

(Outreach per month for past 12 months)



Medications

Rx DETAILED DRUG LIST

Therapeutic Class	Label Name	Generic Name	First Filled Date	Days Supply	Maximum Strength	Total Quantity	Last Dosage Form
OPIATE AGONISTS	ACETAMINOPHEN-COD #3 TABLET	ACETAMINOPHEN WITH CODEINE	10/27/08	7	100MG-10MG	10	TABLET
OPIATE AGONISTS	ACETAMINOPHEN-COD #3 TABLET	ACETAMINOPHEN WITH CODEINE	01/15/09	7	100MG-10MG	10	TABLET
OPIATE AGONISTS	ACETAMINOPHEN-COD #3 TABLET	ACETAMINOPHEN WITH CODEINE	04/20/09	7	100MG-10MG	10	TABLET
OPIATE AGONISTS	ACETAMINOPHEN-COD #3 TABLET	ACETAMINOPHEN WITH CODEINE	06/24/09	7	100MG-10MG	10	TABLET

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# Year One Challenges

- Traditional silos
    - Regulations
    - Current data systems
  - Transitioning service providers to new integrated business model
  - Employers – ongoing pressures that divert attention & resources
  - Employees – Readiness to change, moving to action
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# Summary

- > 50 % participation
  - Early identification of high risk
    - Triage to right services
    - Cost Avoidance
      - Healthcare – E.R Visits; Potential In-patient for hypertension; diabetes
      - Stay at Work
      - On-site medical surveillance
  - Health Coach – on-site focus but connections with Wellness Partners, care management service
  - Current data studies – Risk migration, impact on services, claims, days lost to illness injury
-