



CASE STUDY

Reducing Unnecessary Financial Burden



CHALLENGE

A member with complex health issues and a primary diagnosis of Crohn's Disease required enteral feedings through a surgically placed tube. The member was initially paying higher out-of-pocket costs for the enteral formula and supplies than was necessary.

GOALS

- Educate the member on benefit maximization
- Reduce unnecessary financial burden for medical services
- Establish an optimal level of self-management and good health

SOLUTION

HealthNow Administrative Services (HNAS) Utilization Management facilitated a medical necessity review with the vendor and provider, which resulted in a determination of medical necessity.

OUTCOME

The necessary formula and supplies are now provided by the vendor and reimbursed appropriately under the medical plan, and the member's out-of-pocket expenses have been reduced to the appropriate plan copay.

