



CASE STUDY

Reducing Risk Through Disease Management



CHALLENGE

Chronic illnesses, and the health risk behaviors that cause them, account for a large portion of health care costs in the U.S. today. Heart disease, stroke, cancer, type 2 diabetes, obesity, and arthritis—among the most common, costly, and preventable of all health problems—drive up costs for employers who self-fund their insurance plans.

SOLUTION

HealthNow Administrative Services (HNAS) Disease Management (DM) provides support for members with chronic issues or whose lifestyles put them at risk for serious illness. The program focuses on member engagement, self-management, adherence to treatment plans and screenings, and follow-up recommendations, with the goal of preventing significant complications from chronic illnesses.

OUTCOME

Over a one-year period, the average chronic condition risk score of the employee population (risk) decreased by 73% and participation (engagement) increased by 70% as shown.

• **Risk**—The decreased average risk score demonstrates member compliance with care and self-management, appropriate use of services, and presumed lower costs for this plan.

• **Engagement**—The Disease Management Association of America (DMAA) reports the industry average for member engagement is 20–25%. Member engagement in the program for this employer group increased by 70% over a one-year period, which reflects collaborative efforts to assist, educate, and empower members to achieve high levels of self-management as well as the overall success of DM outreach.

