

Client success story

# How identifying and reviewing the most-complex cases is curbing costs, improving outcomes



Geisinger Health Plan offers plans in 41 of the 67 Pennsylvania counties and services, on average, 555,000 members. First and foremost, Geisinger Health Plan strives to ensure all members receive the right care at the right time. By providing the highest clinical quality when it matters most, especially for the most-complex cases, the plan can improve outcomes and reduce costs.

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Working with Teladoc Health helps us to educate our providers and our nurses in understanding cues to identify [high-risk and high-cost] patients and helps us run algorithms on our data to determine which patients will benefit most from the expert review.

**John Bulger, DO, MBA,**  
**Chief Medical Officer,**  
**Geisinger Health Plan**

**\$9,500**

AVERAGE SAVINGS PER  
CONSULTED CASE

## Summary

Through its collaboration with Teladoc Health, Geisinger Health Plan is ensuring its members with the most-complex and costly conditions receive an accurate diagnosis and the right care while avoiding unnecessary procedures and high-cost medications. Improving outcomes and reducing the cost of care is good business for the health plan and good for its members.

## Services

Geisinger Health Plan currently offers the following Teladoc Health services:

### Fully insured (2016)

- Expert Medical Services, Expert Medical Opinion, Critical Care Support, Specialty Pharmacy
- Integrated Behavioral Health

## Challenge

Like many organizations, Geisinger Health Plan recognized most of its costs were driven by the small group of members with the most-complex conditions. On average, high-cost claimants make up 1.2% of the population and are responsible for 31% of all medical costs.<sup>1</sup> In addition to curbing costs, Geisinger Health Plan wanted to improve its ability to accurately identify high-cost and complex cases, and ensure its members get the right care with the best possible outcomes.



## Approach

By employing Expert Medical Services, Teladoc Health collaborates with Geisinger Health Plan to identify and consult on the most-complex cases while meeting the health plan's three primary goals:

### Serving members

- With critically complex cases, Teladoc Health can provide a second opinion for members within 24 hours
- For those members needing a second opinion, we provide a dedicated care team to help members navigate through the expert review process from medical records collection to providing a clinically comprehensive report by an expert

### Providing the highest-quality care

- Each identified case is carefully matched to, and reviewed by, one of more than 50,000 experts based on the member's specific condition
- The expert's final recommendations are shared in a report with the member, treating physician, and Geisinger Health Plan case manager

### Managing care costs

- Combining more than 30 years of clinical experience and proprietary risk-scoring algorithms, Teladoc Health works with case managers to identify cases for the highest impact
- Members avoid the high costs of unnecessary tests and procedures, expensive care settings, and ongoing fees for untreated or improperly treated conditions

**2.07:1**

ROI

**\$46k**

AVERAGE SAVINGS PER CASE  
WHEN SURGERY WAS AVOIDED

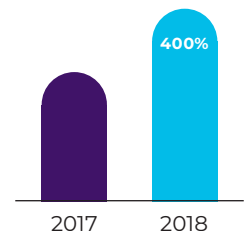
**90%+**

MEMBER SATISFACTION RATING

## Results

For the past two years, the Geisinger Health Plan partnership with Teladoc Health has continued to grow. Boasting a 2.07:1 ROI and more than a 90% member satisfaction rating, the results of expert review are having a significant impact on complex cases. Considering that close to 70% of behavioral health patients also have a medical comorbidity<sup>2</sup> and that spending on specialty pharmacy medications is estimated to reach close to 50% in the next two years,<sup>3</sup> the integration of Behavioral Health and Specialty Pharmacy Services is the newest way Geisinger Health Plan is partnering with Teladoc Health to curb costs and improve outcomes.

AS CONFIDENCE GROWS, SO DO  
COMPLEX CASE REVIEWS:



<sup>1</sup>Wilson, Mark D., Tevi D. Troy, and Kara L. Jones. 2016. "High Cost Claimants: Private vs. Public Sector Approaches." American Health Policy Institute. [http://www.americanhealthpolicy.org/Content/documents/resources/High\\_Cost\\_Claimants.pdf](http://www.americanhealthpolicy.org/Content/documents/resources/High_Cost_Claimants.pdf).

<sup>2</sup>Johnson, Steven Ross. 2017. Addressing behavioral health to improve all health. Modern Healthcare, May 27, 2017. <https://www.modernhealthcare.com/article/20170527/MAGAZINE/170529956/addressing-behavioral-health-to-improve-all-health>.

<sup>3</sup>Express Scripts. 2018. "Specialty Medications Nearing 50 Percent of Spend." November 27, 2018. <http://lab.express-scripts.com/lab/insights/specialtymedications/specialty-medications-nearing-50-percent-of-spend>.

<sup>4</sup>Results based on Teladoc Health health plan client averages.

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**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

