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The WEA Trust Improves Productivity, Increases the Number of Cases Handled per Employee, and Gains \$1.1 Million in Benefits with Ingenix Impact Pro

Highlights

- The use of Ingenix Impact Pro has enabled WEA Trust to increase the average number of new cases per month per full-time employee from 6.5 to 14.5.
- As a result of the use of Impact Pro, 86.5% of those in care management programs comply with clinical quality standards for cholesterol management, compared to 65.5% of those not in care management programs.
- WEA Trust staff is now able to spend more time helping members.
- The WEA Trust will gain a projected, cumulative five-year net benefit of \$1,149,165 from the use of Ingenix Impact Pro due to productivity improvements and eliminating outside consultants.
- Impact Pro is used to identify at-risk members for a provider-based health improvement program. Early findings suggest a lower trend in health care costs for those members participating in the provider-based program than a matched, comparison group.



Challenges

The WEA Trust, a not-for-profit insurance company serving Wisconsin public school employees and their families, was looking to enhance the care management services it provides. The WEA Trust has a strong relationship with its health plan members and wanted a system that allowed its staff to spend less time mining data and more time caring for members.

The WEA Trust also wanted increased efficiency. The organization was outsourcing some case management services and managing others on its own “homegrown” tools. The WEA Trust recognized an opportunity for improved efficiency and delivery of care management services.

While the WEA Trust succeeded with individual members in care management, it wanted a better picture of its membership’s overall health profile. It also strived to find what was driving health care utilization and ways to improve members’ health and reduce costs. It set out to deploy a system that would:

- **Help identify at-risk populations.** WEA Trust felt it could do better in identifying its most at-risk populations and referring them to services to help improve their health. WEA Trust was looking for solutions that would allow it to do that and also reduce costs.
- **Offer up-to-date information and reports.** With the WEA Trust’s existing care management analytic system, data lagged by five to six months, which was a concern for the organization. The WEA Trust needed a solution that would let it use the most current information.

- **Provide a central source of information for all health data.** Members' claims and health information was spread out across multiple systems. The WEA Trust wanted to find all information in one location. It was looking for a system that would provide a single point of access to health and claims data.
- **Offer transparency down to the patient level.** The WEA Trust wanted a system that would identify the risk markers or specific events that triggered a specific member to be identified as a high-risk cardiovascular patient.

Solutions

The WEA Trust developed a comprehensive set of requirements for a new solution and employed a consultant to help identify the best vendors and technologies. They narrowed the choice to three vendors, met with each, and examined each system. Ultimately, they chose Ingenix Impact Pro due to its superior technology, ease of use, and the quality of Ingenix service and support.

"We chose Impact Pro because it was the easiest to use, had the most robust predictive modeling, and was the most transparent in the way that it worked," says Sara Jensen, WEA Trust Research and Development Director. "We wanted to be able to see what rules it used and edit them if we wanted so that we could have access to the underlying data. It was the only program that did all that."

The WEA Trust uses Ingenix Impact Pro to identify members by disease and condition and those with opportunities for improved care based on evidence-based care profiles and to find those populations predicted to incur the greatest cost. Ingenix Impact Pro is then used to identify members for a wide variety of population health programs in order to ensure better health outcomes. For example, moderate-risk diabetics who recently switched to insulin do not have another high-cost condition or end-of-life issues and are not currently being managed. All information is accessible from a single location and up to date rather than being several months old, as was the case with the previous system.

Results

The WEA Trust will gain a projected, cumulative five-year net benefit of \$1,149,165 from the use of Ingenix Impact Pro, due to an increase in the efficiency of care managers, a reduction in analysis costs, and the elimination of homegrown systems and outside consultants. The deployment has a payback period of 18 months and a return on investment of 68%.

Impact Pro has also helped WEA Trust provide better care with better outcomes for Trust members. As a result of the use of Impact Pro, 86.5% of those in care management programs comply with clinical quality standards for cholesterol management, compared to 65.5% of those not in care management programs. Similarly, 90.7% of those in care management programs comply with clinical quality standards for diabetes care by having their hemoglobin tested versus 80.1% of those not in care management programs. Additionally, 78.6% of those in care management programs comply with clinical quality standards for diabetes care by having nephropathy monitoring versus 68.8% of those not in care management programs. Of those members in care management programs, 92% comply with clinical quality standards for LDL screening compared to 84.1% of those not in care management programs.

"Ingenix Impact Pro has helped us improve productivity, decrease costs, and better refer members to programs that can improve their quality of life and lead to better health outcomes." —Sara Jensen, WEA Trust Research and Development Director

There has also been an overall 10% increase in the number of eligible members who have enrolled in care management programs. Ingenix Impact Pro has provided better care identification by giving the WEA Trust access to evidence-based business rules that reflect up-to-date information and codes, leading to a more accurate member identification process. In addition, Ingenix Impact Pro allows the WEA Trust to group data and integrate evidence-based clinical groupings to identify gaps in care. Ingenix Impact Pro's business rules are customizable, which helps the WEA Trust better identify those who can benefit from its unique population health programs. Ingenix Impact Pro's data and reports are refreshed monthly so that WEA Trust can intervene with members at the appropriate time.

As a result, Impact Pro has streamlined and made the process of identifying members for outreach more efficient and has reduced the number of false positives by 50%. This allows care managers to reach out to the right members at the right time and help members improve the management of complex conditions, leading to improved outcomes and quality of life.

With the use of Ingenix Impact Pro, WEA Trust staff spends less time searching for data and more time helping members. Ingenix Impact Pro has also dramatically increased its productivity. Previously, staff had to access four or five systems to prepare for a call with a member; now they primarily use one system. As a result, they can spend time with the right members and have a deeper engagement with them. Due to increased productivity, the WEA Trust has increased the number of new cases per month per care manager from 6.5 to 14.5. The average case completion rate has gone from 24.6 per month to 37 per month.

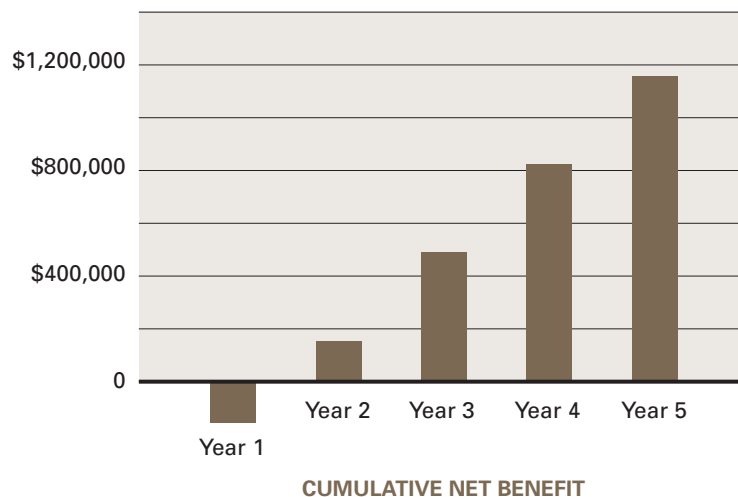
"Impact Pro helps us better identify the right member at the right time for our health programs. With it, we have been able to better target populations that we know can benefit from the special programs that we have devised for them." — Mary Jenny, WEA Trust Director of Program Development

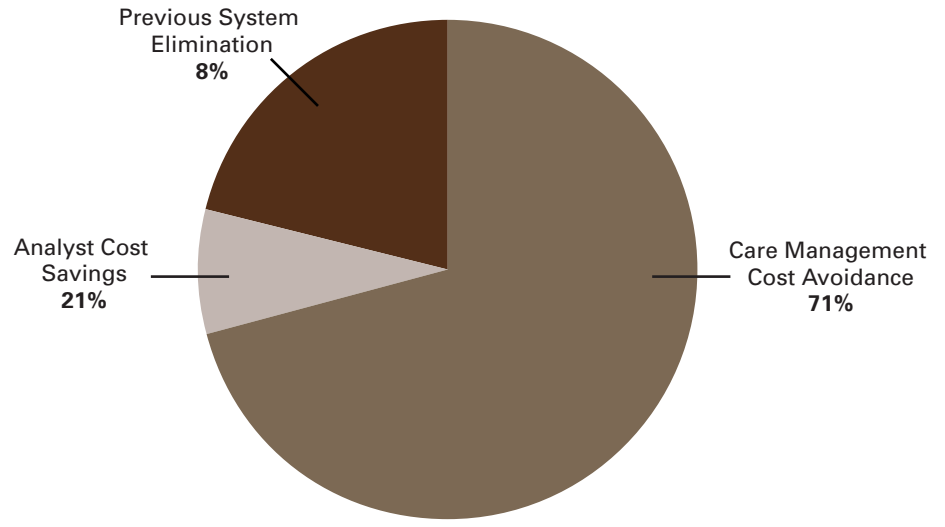
This increased productivity has led to significant financial benefits. Due to the increased productivity of care managers and their ability to handle larger case loads, WEA Trust will see a projected \$2 million in benefits over five years since it will have to hire additional care managers to handle the case load. An estimated 200% faster time analyzing member data will free up staff to be redeployed to activities with more impact, leading to a projected \$600,000 in savings over five years. The elimination of WEA Trust's reliance on outside consultants will result in a projected five-year savings of \$229,165. For more details, see the project summary later in this paper.

Beyond the clear financial benefits, Trust executives state that the greatest impact can be measured in the health of members, rather than by dollars and cents. "Impact Pro helps us identify members who can be helped by our management programs," says Mary Jenny, WEA Trust Director of Program Development. "That leads to improved health and quality of life. And for us, that's the true bottom line."

The following chart provides in-depth, financial details of savings and ROI realized by the WEA Trust.

PROJECT SUMMARY							
Return on Investment	68%						
Payback Period (in months)	18						
Cumulative Net Value	\$1,149,165						
Project Costs	Start Up	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
Implementation	\$480,000						\$480,000
Annual Costs		\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$1,200,000
TOTAL PROJECT COSTS	\$480,000	\$240,000	\$240,000	\$240,000	\$240,000	\$240,000	\$1,680,000
Benefits	Start Up	Year 1	Year 2	Year 3	Year 4	Year 5	
Analysis Cost Savings		\$120,000	\$120,000	\$120,000	\$120,000	\$120,000	\$600,000
Care Management Cost Avoidance		\$400,000	\$400,000	\$400,000	\$400,000	\$400,000	\$2,000,000
Previous System Elimination		\$45,833	\$45,833	\$45,833	\$45,833	\$45,833	\$229,165
TOTAL BENEFITS	\$0	\$565,833	\$565,833	\$565,833	\$565,833	\$565,833	\$2,829,165
Financial Analysis	Start Up	Year 1	Year 2	Year 3	Year 4	Year 5	
Net Value	(\$480,000)	\$325,833	\$325,833	\$325,833	\$325,833	\$325,833	
Cumulative Net Value	(\$480,000)	(\$154,167)	\$171,666	\$497,499	\$823,332	\$1,149,165	
Net Present Value	\$787,377						
Payback Period (in months)	18						
Return on Investment	68%						





5-YEAR NET BENEFIT = \$1,149,165

About the WEA Trust

The WEA Trust was created by the Wisconsin Education Association Council to provide insurance and retirement and investment services to Wisconsin public school employees and their families. Headquartered in Madison, Wisconsin, the WEA Trust is a not-for-profit organization dedicated to building financial security for Wisconsin’s public school employees.

About Ingenix

Ingenix delivers intelligence for health care, uniting the brightest minds to improve the health care through information and technology. Ingenix serves more than 250,000 diverse health care clients including insurance companies, federal/state agencies, pharmaceutical and biotech firms, Fortune 500 enterprises, hospitals, and physicians within the health care community. For more information about Ingenix and its products and services, please visit ingenix.com.

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