

Case Study

Addressing Gaps in Care for Chronic Disease Management

Our Challenge

A 34-year-old female employee at a <500-person distribution company was identified by Välenz Care's Diabetic Disease Management program. Data mining of her claims experience, coupled with a review of her pharmacy benefit data, revealed she was not refilling her medications. She was not comfortable with her doctor and had stopped her medications because of dizziness, although her symptoms of diabetes were worsening. Further, the member worked as a driver, putting her (and her employer) at significant safety and liability risk.

Our Data-Driven Solution

As part of our URAC-accredited Välenz Care suite of services, Disease Case Managers utilize data from the proprietary Valenz ecosystem to pinpoint risks, improve care and lower costs.

With real-time insights, Valenz proactively identifies members with complex, chronic conditions who may benefit from comprehensive care management. Matching these members with a dedicated registered nurse significantly reduces the chance of more serious and high-dollar events. Using concierge-level navigation, we engage early and often to enable better health decisions, while also controlling costs, improving outcomes and enhancing the member experience.

Our Member-Centric Services

The Disease Case Manager filled three important gaps in the member's care:

- Education allowed the member to take proactive steps to manage her own care and gain motivation from her improved outcomes.
- Identification of a new in-network physician proved to be a turning point in the member's satisfaction with her overall care.
- New monitoring equipment and instruction further aided in the member's compliance with her medication.

Our Results and Client Cost Savings

The Valenz Care suite of services resulted in mitigating the risk of further high-cost claims:

- To date, the member has averted end-stage renal disease and for the potential need of a kidney transplant, at a cost of more than \$250,000. Dialysis costs, which could have reached \$30,000 a month, also were averted.
- In addition, the member avoided condition-invoked driving accidents and the potential costs of \$25,000 to \$100,000, depending on the severity of her injuries and any associated workers' compensation costs.

\$11,150
in
Net
Savings

Välenz
Care
ROI: 10 to 1

20-40%
Improved
Savings