

CASE STUDY

Disease Management Services Reduce Costs, Improve Health Outcomes, and Support Member

Our Challenge

A 53-year-old male with a history of diabetes, high blood pressure and high cholesterol was not compliant with monitoring his blood glucose, and his insulin pump was not being managed properly. He did not eat a healthy diet or exercise, and he had made numerous recent visits to the emergency room due to low blood sugar episodes. Further, he showed no interest in receiving support for managing his conditions.

Our Data-Driven Solution

As part of its Healthcare Ecosystem Optimization Platform, Valenz® offers URAC-accredited Disease Management services with tools for effective self-management to improve clinical outcomes and reduce spending on the most expensive, prevalent chronic health conditions. Each qualified member is matched with a dedicated Disease Case Manager – a highly experienced registered nurse who provides care coordination, patient education, navigation support and careful monitoring.

Member-Centric Services

Valenz steers members to high-quality, in-network providers and equips them to collaborate with their care teams for optimal results and experiences:

- **Case Management** – Targeting optimal outcomes for serious illness or injury at reduced costs
- **Utilization Management** – Guiding appropriate levels of care for new diagnoses or treatments
- **Disease Management** – Monitoring chronic illness, navigating care and guiding lifestyle choices
- **NaVcare** – Concierge-level service regarding member plans, billing, expenses or networks
- **Care Value Optimizer** – Navigation for high-cost procedures driving quality outcomes at the best price

Results and Client Cost Savings

Through early engagement, close monitoring and educational interventions, the patient's compliance and health outcomes improved significantly. His A1C levels dropped from 8.1 to 5; he was able to stop taking a blood pressure medication; and a decrease in his ER visits saved \$10,500. By adopting a heart-healthy diet and becoming more active, the patient lost 30 pounds and lowered his BMI from 31.5 to 27.9, minimizing his risk of developing cardiac disease and other diabetic-related organ damage. He no longer requires an insulin pump or supplies, for an annual savings of \$9,800. Ultimately, Valenz's Disease Management services helped prevent this patient from further adding to the annual costs of diabetes in the United States: about \$327 billion total, with an average of more than \$9,500 per patient.

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3.1
improvement
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Sources: <https://www.diabetes.org/about-us/statistics/cost-diabetes>