



MANAGING ACUTE CATASTROPHIC CLAIMS

Telligen Case Study

FUND PROFILE

A self-administered Health Fund that covered the lives of 4,200 members was facing complex member health issues that contributed to high costs to the Fund. The Fund faced issues such as:

- ▶ Long inpatient stays
- ▶ Delays in care transitions from acute care
- ▶ High-risk opioid use
- ▶ High number of orthopedic surgeries

TELLIGEN SOLUTION

Through Telligen's Case Management program, Health Fund members were provided the expertise necessary to coordinate the most complex and/or high-risk cases. Telligen's certified Chronic Case Managers helped members and their families understand their conditions, coordinate healthcare treatments, and engage providers in evidence based practices to maintain member health and manage costs.

The Fund also opted to implement a mandatory CM program focused on opioids. Through this program, the Health Fund was able to identify members with high dosages of pain medications. Identified members collaborated with a dedicated Telligen Case Manager and their provider to determine an appropriate treatment plan. Telligen Case Managers partnered with providers and worked one-on-one with members to provide support, education, and resources for pain management and opioid reduction.

CM RESULTS *BY THE NUMBERS*

4K
LIVES

Over 4000
Covered
Lives

\$225K
SAVED

Saved \$225K
in 3 years

2:1
ROI

An ROI of
more
than 2:1

40
LESS ER
VISITS

Reduced ER usage
by 40 visits for two
participants