



Utilization Management



Reducing Waste in Healthcare Spending

Every dollar counts when you are trying to control health plan expenses. Telligen's Utilization Management program makes sure your members get the evidence-based medical care they need.

Researchers estimate about 25% of all US healthcare spending is wasteful, according to a 2019 study.

PROGRAM RESULTS BY THE NUMBERS



An Avg ROI of 7:1



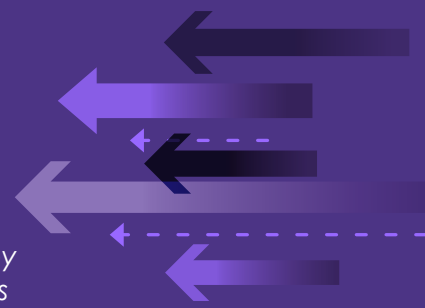
Reduced Inpatient Admissions by over 10%



4/5 Avg Satisfaction rating



Reduced ER visits by as much as 40 visits per two participants



SOLUTIONS

Inpatient Review

- Medical
- Surgical
- Behavioral Health
- Discharge Planning

Outpatient Review

- Procedures
- Diagnostic Imaging
- Durable Medical Equipment
- Therapies (Physical, Occupational, Speech)
- Behavioral Health

Other Services

- Specialty Reviews
- Imaging Redirection
- External Review
- Skilled Nursing
- Residential Facilities

How it Works

Telligen's comprehensive Utilization Management program consists of a collaborative process between Telligen's clinicians and providers. We believe our call center provides more than the typical call center. We don't just start the review process; we verify that a review is required, create a case, facilitate transfer to a clinician to provide the clinical expertise and get the decision in one call.

Telligen's call center operates between the hours of 7:30 a.m. to 7:00 p.m. CST. The average hold time is less than the nationwide industry average of two minutes.

Healthcare services are evaluated for medical necessity, appropriateness and efficiency of use based on clinical information, evidence-based criteria and physician support. This promotes care delivery at the right time, right place and for the best value under the provisions of the applicable health benefit plan.

TELLIGEN UTILIZATION MANAGEMENT PROCESS



Telligen played an integral role in collaborating with our vendors as this integration didn't previously exist. In addition, they are able to navigate through many complex healthcare issues while accommodating our members and saving the Fund money.



The Telligen Difference

- Dedicated nurse clinical line allows members & providers to speak to a nurse and receive an immediate answer to their request
- Automatic approvals via the provider portal at time of submission if criteria is met
- Strong partnerships with clients and vendors
- Staff expertise with strong clinical experience in medical/surgical, oncology, behavioral health, orthopedics, and outpatient therapies
- Behavioral health assessments and interventions are tied into every Telligen health solution

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