

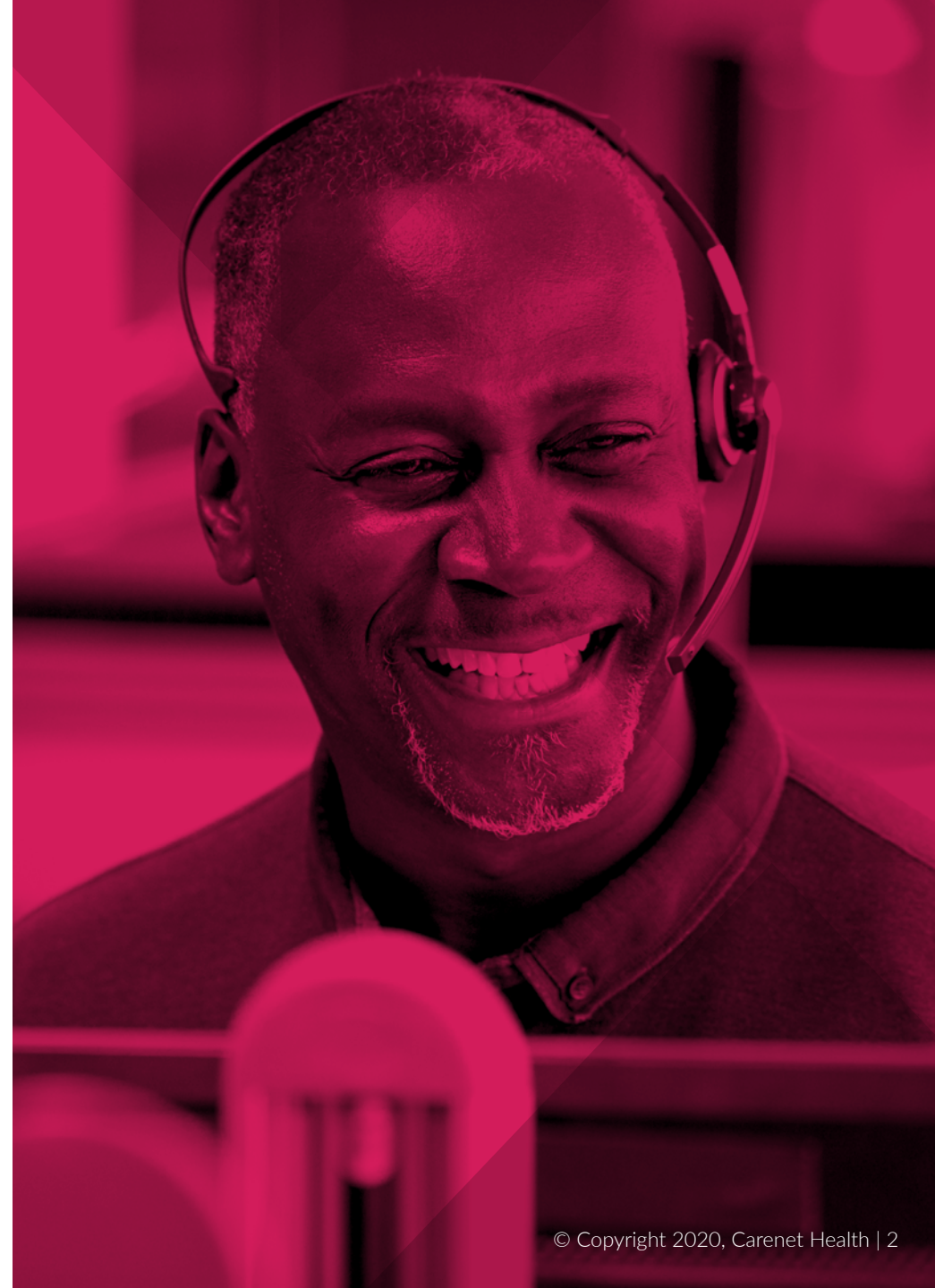
CASE STUDY

**Telehealth Nurse Advice and
Symptom Triage Delivers 3:1 ROI
and \$12 Million in Annual Savings**



The Big Picture

- One of the nation's largest health insurers partnered with Carenet Health for telehealth nurse advice and triage services with two primary goals: provide high-quality 24/7 member care access and decrease costs associated with unnecessary care, such as ED or urgent care visits.
- Carenet implemented around-the-clock, evidence-based care delivered by registered nurses (RNs). The nurses also provided symptom triage prior to a virtual physician consult, so that only those members who needed an MD visit were transferred to the physician-on-demand service.
- Per-member savings now average \$100 per interaction due to estimated care cost avoidance, with a 3:1 return on investment. Annual cost-savings total \$12 million.





Challenge

Unnecessary care was driving up costs; member experience was a priority

Health plan leaders knew that providing members with convenient, high-quality, 24/7 care access was a necessity.

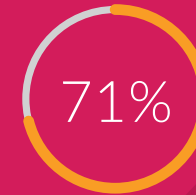
But the plan also wanted to ensure members were directed to the most appropriate site of care to reduce costs for unnecessary emergency and urgent care. Those rising costs were an ongoing concern.



Focus on high-quality virtual care experience



Costs for unnecessary care



of ED visits are unnecessary*

\$4.4B

could be saved in U.S. healthcare annually if ED utilization was better managed**

*Becker's Hospital Review, from IBM Watson Health MarketScan data analysis

**AHRQ Chartbook on Care Coordination



Solution

Upfront nurse triage and a relentless focus on quality

The plan turned to Carenet Health to develop a flexible, on-demand telehealth solution. The solution design team focused on these elements to meet the client's needs:

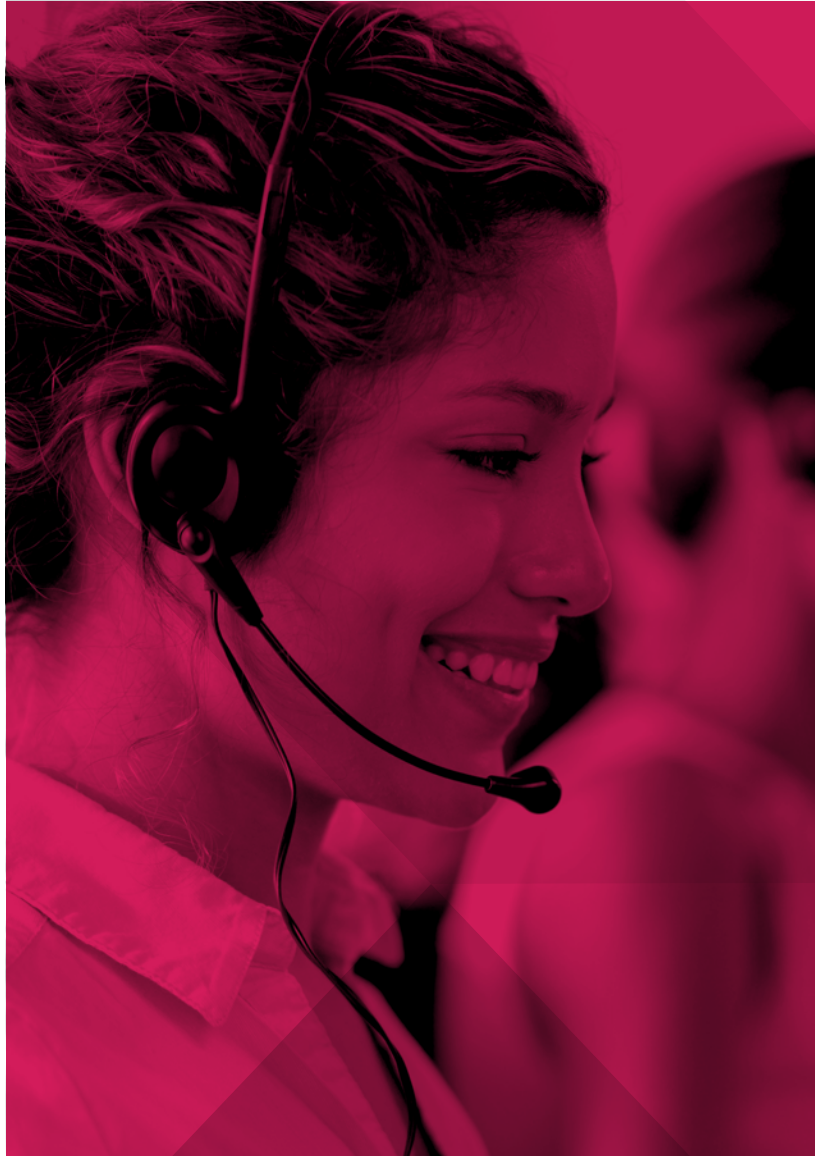
- Effective virtual clinical resource management to reduce costs
- Efficient and high-quality nurse triage of 700 adult and pediatric conditions
- Talented teams trained in delivering personalized experiences
- Successful CRM technology and data integration
- Best-in-class quality monitoring to ensure an exceptional telehealth experience

The partnership produced a consolidated virtual care approach that uses registered nurse (RN) advice and triage as a point of member interaction prior to a member being connected with a live physician e-consult.

Only patients who would benefit from a doctor consult move on to MDs. Carenet Health RNs provide guidance and recommendations for next care steps, which often include at-home treatment advice.

The one point of contact for on-demand nurse advice and virtual doctor visits created a seamless experience for members, and Carenet RNs work to direct members to the most appropriate level of care—diverting them from seeking avoidable emergency, urgent and even primary care.

Training programs, customized to the plan's culture and technology, were implemented as another safeguard for a satisfactory member experience. In addition, continuous monitoring was put in place for heightened, around-the-clock checks for quality and effectiveness by both partners.



Results

\$100
per member interaction
care-avoidance savings

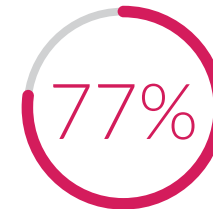
\$12M
annual cost-savings



patient
satisfaction rate



of symptomatic callers
with pre-intent to visit
ED redirected to a less
emergent level of care



of all symptomatic
callers redirected to
a more appropriate
level of care



of calls resulted in the RN
referring patient to the
on-demand telehealth
physician service



Learn More

The name of the client in this case study has been excluded at the client's request, due to plan policy.

About us

Carenet Health is the nation's premier healthcare clinical and consumer engagement partner—providing **24/7 telehealth, engagement, clinical support and advocacy solutions** on behalf of 250+ health plans, providers, health systems and Fortune 500 companies.

More than 65 million healthcare consumers have access to our teams of engagement specialists, care coordinators, RNs and other licensed healthcare professionals each year.

Our goal is to share insights and best practices from our work across the industry and our experience from outside of healthcare to help our clients truly transform the healthcare experience. We'll help you benchmark your performance, and then drive cost-savings and higher performance.

How can we help your organization?

Email us today at marketing@carenethealthcare.com, call 800.809.7000 or learn more at [carenethealth.com](https://www.carenethealth.com).

