

Trade unions save over 12% on health care costs by focusing on a total cost of care (TCOC) solution

OVERVIEW:

As one of only two endorsed health care measurement standards by the National Quality Forum (NQF), TCOC is proven to manage health care costs and improve total population health.

All employers want to find ways to reduce rising health care costs while improving employee health and maintaining access to a broad network of quality providers. In a data-driven world, many forecasting models are available to track costs and rate care performance across health plans. HealthPartners' TCOC solution is one of the only NQF-endorsed population health approaches, which accounts for 100% of the care provided to each individual. The federal government, states and private-sector organizations across the United States use NQF-defined measures as the best, evidence-based approaches to improving care.

For more than a decade, government entities, researchers, providers and employers have used our TCOC framework to drill down into health care costs and create better care efficiencies across populations. As both a care delivery organization and a health insurance provider, HealthPartners is uniquely positioned to engage all stakeholders in TCOC solutions that transform care processes and payment approaches from the ground up by:

- Identifying health care cost variations and patterns of overuse across members, provider types, conditions, procedures, service sites, referral patterns, prescriber rates and treatment plans
- Collaborating and partnering directly with providers to share evidence-based practices, which lower costs and improve care quality
- Designing affordable health plans that provide the right care, in the right way, and at the right time

PROBLEM:

Can the TCOC solution produce consistent savings for employers and improve employee population health over time?

In 2016, two regional trade unions switched their health insurance to HealthPartners due to challenges with their previous carrier, such as:

- Engaging multiple member organizations and their employees in health and well-being improvement initiatives
- Finding a broader base of affordable, in-network providers
- Improving claims management processes
- Delivering additional long-term cost savings

ANALYSIS:

Key insights surfaced through the HealthPartners TCOC initial analysis, helping each trade union identify new opportunities to manage health care costs and improve the health and well-being of their employees.

By analyzing the last three years of administrative claims data for each trade union, HealthPartners identified cost variations from previous carriers and improvement opportunities. The results included new, long-term outreach initiatives and the redesign of their policies to support:

- High-performing provider networks that effectively coordinate the appropriate care and deliver market-leading outcomes at an affordable cost
- Health and well-being programs that leverage evidence-based best practices to increase engagement and measurably improve total population health
- Medical and pharmacy claims, and backend plan administration management that streamline efficiencies and costs

SOLUTION:

TCOC is much more than an analytical approach – it's about developing a solution-centric, active partnership with each employer.

The TCOC approach helped HealthPartners build a relationship with each trade union that enhanced:

- Trust – Managing multi-million dollar health and welfare funds is complex, and involves a lengthy approval process by the board of trustees and multiple member organizations
 - » We work collaboratively to be responsive to needs, keep the board informed and improve communication
- Engagement – Identifying ongoing meaningful opportunities to reach members and engage them in affordable health care decisions
 - » We use a combination of the most effective communication methods, apps, programs, incentives and activities
- Integration – Administration of claims, care coordination and disease management in-house saved time, money and improved the member experience

TCOC trade union relationships in action:

"HealthPartners offers the whole experience. We've saved money, which has really taken the burden off our board of trustees. When I call HealthPartners about a specific issue, their team takes care of it. Providing that level of service is important to us."

"We were really impressed with HealthPartners' presentation. There was just no comparison. We made our decision right there to go with their health plan. They had everything laid out in a way so we could see how the integration comes together. We received a tour of the whole operation, which was located in one building - everything from administrative staff to the disease management teams."

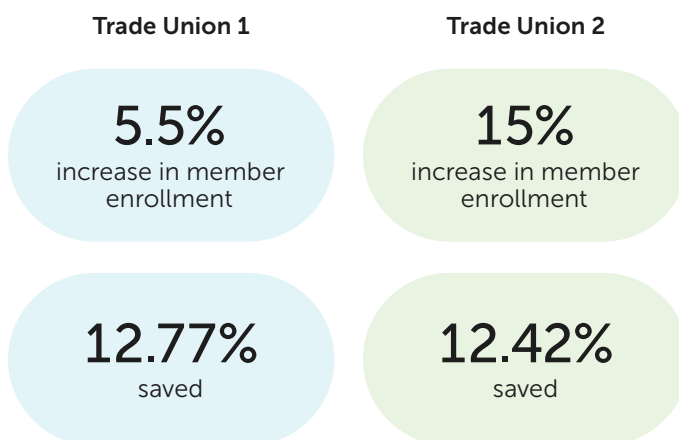
"We definitely saved money. We've experienced success with people living with diabetes through HealthPartners' disease management program. Their process is seamless for members to participate, and simple and quicker, especially with the apps. We've also seen a better executed claims process."

RESULTS:

Three years after moving to HealthPartners, each trade union saved 12% or more and at the same time these groups significantly increased the number of members enrolled in the health plan.

Total cost of care impact

Changes in member enrollment and cost three years after moving to HealthPartners:



ACTION:

HealthPartners' TCOC approach can transform your organization's approach to health care, providing proven, guaranteed savings and better health outcomes.

Learn more

Call your broker, consultant or HealthPartners account manager at **952-883-5200** or **800-298-4235**.

