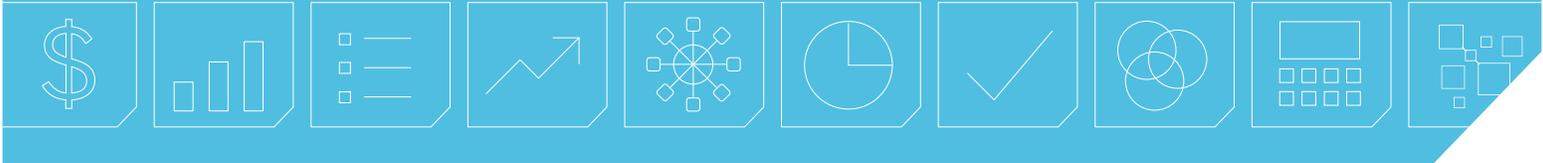


Translating Uncertainty Into Opportunity

Front Health's Impact Tracker for Clinical Interventions



A Changing Landscape

Transforming how healthcare is paid for and delivered is more important than ever to address stubbornly high costs and an increasing disparity in outcomes among different populations. The key players in healthcare delivery (providers, payers, government, PBMs, employers, brokers, etc.) have a role to play that translates to new operational processes and financial incentives.

The Provider Role

Providers serve a unique role because they have the primary clinical relationship with patients and are increasingly positioned to take on some financial responsibility for the costs patients incur. By sharing in the financial risk with payers and the patients they serve, providers are incentivized to invest in preventative care and play a primary role in improving patient outcomes and reducing the likelihood of patients incurring expensive services (e.g., Emergency Department/ED visit or inpatient admission). Anchored in strong primary care relationships between patient and physician, providers offer programs like comprehensive care management that assist patients with chronic conditions (or those at risk of developing chronic conditions) manage their health outcomes.

The Challenge

Providers (along with payers and self-insured employers) spend meaningful dollars on care interventions like care management. However, providers lack an adequate understanding of their actual impact on clinical and financial outcomes. Impact analyses either aren't done (due to limited bandwidth or analytical complexity) or they are done too simplistically. Providers are often forced to rely on either gut feel or insufficient approaches that could lead to the wrong conclusion altogether about the efficacy of these programs.

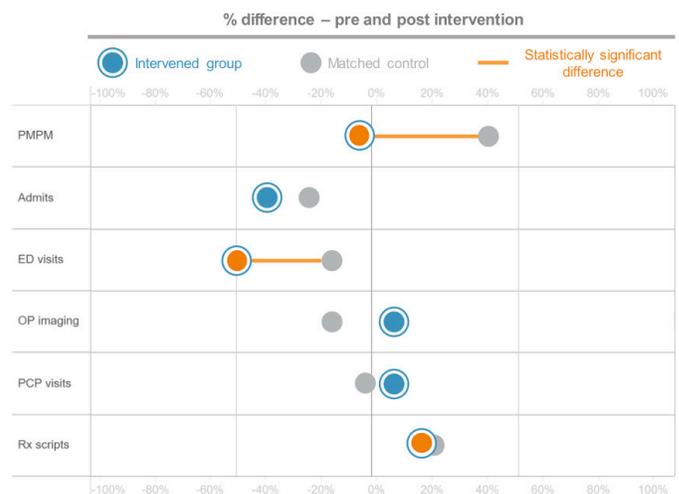
The Solution: Front Health's Impact Tracker

Front Health is a healthcare services company that focuses on equipping payers and providers with high value capabilities to succeed in value-based care. Front Health pairs a strategic understanding of population health with a robust set of analytics to methodically answer the most important—and difficult—questions.

One such capability is the Impact Tracker—a repeatable, comprehensive approach that delivers statistically-validated insights into the impact care management programs have on quality and financial outcomes. Key components include:

- Robust matching of intervened and control patients, including addressing selection bias
- Consistent approach across all clinical interventions
- “Best in class” visualization to surface nuanced insights

IMPACT TRACKER EXAMPLE



The Impact Tracker Applied to a Diabetes Management Program

A \$4B+ provider asked Front Health to develop an approach to lower the costs of their self-funded employee health plan diabetes population and assess the impact of the management program on key clinical and financial outcomes.

Patient Identification

Front Health leveraged MedInsight's Chronic Conditions Hierarchical Groups (CCHGs) to identify patients who were driving expenditure due to the severity of their condition. This analysis allowed Front Health to narrow its intervention to patients whose diabetes was their most severe (and costly) condition. Using MedInsight's Health Cost Guidelines Grouping (HCGs), Front Health also discovered that diabetic costs were meaningfully spread across settings when compared to Front Health's population-based benchmarks. Since spend was not concentrated in any particular setting, the most effective approach to management was a holistic one.

The Diabetes Management Program

The program addressed diabetes care across different settings, including lifestyle, nutrition, and education. This interdisciplinary design empowered patients to manage their condition and reduce their long-term healthcare costs. With this program operationalized, the Front Health team then set out to address the program's impact.

Measuring the Impact of the Program

To identify the longitudinal impact of the diabetes management program, Front Health used MedInsight to measure patient utilization and expenditure. The team evaluated the statistical significance of pre- and post-program enrollment changes in patient behavior and cost. These changes were compared to control groups that did not receive care through the diabetes program. To mitigate selection biases, the control groups were created by matching patients on age, sex, MARA risk, and chronic condition. Front Health then evaluated the program outcomes at 6, 12, and 18 months post-enrollment to provide a longitudinal view of the patient's health outcomes and the client's savings.

Outcomes

Front Health worked closely with the provider to translate the findings from the analysis into operational improvements. The longitudinal analysis showed that savings in the diabetes management program did not come until 18 months post-enrollment, emphasizing the need for a long-term approach to evaluation. When looking at utilization, enrolled patients increased their medication adherence and decreased ED utilization when compared to the control group, indicating that the patients' abilities to manage their diabetes improved.

Through this project, the provider gained transparency into the performance of its diabetes program. They were equipped with the data and direction needed to make guided decisions for managing and expanding the program, allowing for more patient improvements and less system spend.

MedInsight[®] Analytic Platform

In a data-driven world, the decisions you make are only as good as the platform you use to make them. That's why more than 300 leading healthcare organizations across the U.S. put their trust in the Milliman MedInsight Analytic Platform. Learn more at medinsight.milliman.com.