



PostAcute

CLIENT CASE STUDY

Post-Acute Care Outlook: A Growing Concern for Health Plans

Many health plans have realized that they need to manage post-acute care (PAC) more closely. Unnecessary risks drive costs and decrease patient outcomes.



\$60 BILLION

The amount Medicare spent on PAC services in 2016¹



25%

Percentage of PAC total spend in an average MA plan²

THE CHALLENGE

Client Profile:

- ✓ 300,000 members
- ✓ Medicare Advantage and Commercial plans
- ✓ Little oversight of care in post-acute care facilities (SNFs, IRFs)
- ✓ High readmission rates

Approach Implemented:

- ✓ The CareCentrix comprehensive Post-Acute Care program, 90-day full-risk option

CareCentrix's extensive experience and ability offered a holistic solution which addressed all of the health plan's needs.



\$17.5 BILLION

The annual cost of readmissions to Medicare (at nearly \$10,000 cost per hospital readmission)³



96%

Of patients are sent to a PAC facility without consideration of provider quality⁴



KEY COMPONENTS OF THE POST-ACUTE CARE PROGRAM



DISCHARGE MANAGEMENT

Identifying patient risks, helping guide to the right setting of care



FACILITY MANAGEMENT*

Partnering to manage in-facility care helping to ensure the right length of stay and level of care

* SNFs, IRFs, LTACHs



READMISSIONS MANAGEMENT

Lining up the right support for the patient to help avoid readmission - regardless of site of care



HOME-BASED SERVICES

Coordinating the right care at home for the patient

PROGRAM DETAILS

- ✓ Reduces risks and costs for both payors and patients
- ✓ Determines the path of care & length of stay to improve outcomes
- ✓ Coordinates all patient services for a safe transition home
- ✓ Manages patients for up to 90 days post-discharge
- ✓ Identifies patients most at-risk for readmissions

“CareCentrix is committed to service excellence and continuous process improvement. They listen to their customers and are willing to be open-minded, creative & solutions-oriented. They provided us with best in class implementation, project management, and account management resources.”

– Director,
Clinical Relationships Management

IMPACT: FIRST 3 MONTHS POST-IMPLEMENTATION

11%

Savings of total post-acute care spend

100%

Of Service Level Agreements with client met and exceeded

33%

Readmissions reduction in commercial line of business

95%

Of members indicate the program has empowered them to manage their own health going forward

9%

Readmissions reduction in Medicare line of business





References:

¹ http://www.medpac.gov/docs/default-source/reports/mar18_medpac_ch7_sec.pdf?sfvrsn=0

² http://medpac.gov/docs/default-source/reports/mar17_entirereport.pdf

³ <http://www.pharmacytimes.com/publications/health-system-edition/2014/march2014/avoidable-readmissions>

⁴ <http://www.nejm.org/doi/full/10.1056/NEJMp1315607>

To learn more about **Post-Acute Care**, please visit www.carecentrix.com

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