

A better way

See why integrating your utilization management and case management services with Blue Cross and Blue Shield of Georgia (BCBSGa) is a smart move

Hospital readmission problem can't be ignored

39¢ of every care dollar spent on hospitals¹ | **17.5%** of patients in U.S. readmitted within 30 days² | **31.5%** more spent on the average readmission costs than the average 30-day admission costs³

What if there was a solution that lowered your health plan hospital costs *and* got your high-risk members back on their feet faster? You'll get all that and more when you integrate your utilization management and case management services with BCBSGa medical.



Fast. Your members can get the most appropriate, timely care at the right setting. Don't risk waiting on a third-party vendor to determine the clinical policy guidelines. As a large company, we're able to implement new or revised clinical guidelines faster.



Proactive. By identifying and engaging at-risk members early, they can be guided to their primary care doctor for quality, consistent care that helps to keep them out of the emergency room and the hospital, saving you money.



Supercharged. You already enjoy the value of programs that come with your medical coverage such as Enhanced Personal Health Care, Blue Distinction Specialty Centers and Vitals SmartShopper. Combining BCBSGa's utilization management and case management services with these programs can improve quality of care and help lower health care costs even further.



Holistic. Your members' health issues won't fall through the cracks. With a full view of their claims, we're able to identify gaps and manage their health in its entirety.



Empowering. When your members leave the hospital, they'll be armed with the education they need to confidently manage their care. And they'll feel secure knowing they have the support they need from a supportive team of URAC accredited, board-certified nurses to achieve their optimal health status.



Easy. You'll only have one contract and all your members' health information is housed with one company.



Experience. You get the peace of mind that comes with partnering with a company that leads the industry. We've been providing utilization management and case management since 1984. Our provider relationships are long-standing, which means consistent care, best practices and valuable discounts.

¹ Percentage based on National Health Expenditure Data, Centers for Medicare and Medicaid Services, Agency for Healthcare Quality and Research, IMS Institute, 2013.

² Centers for Medicare & Medicaid services website: *New HHS Data Shows Major Strides Made in Patient Safety, Leading to Improved Care and Savings*. May 2014: cms.gov.

³ H-CUP website: *All-Cause Readmissions by Payer and Age, 2009-2013*, December 2015: hcup-us.ahrq.gov.



The results are in

Our case management program is making a difference⁴

Engaged members are:



Less likely to experience a hospital readmission within 30 days of discharge



Less likely to be admitted to the hospital following a cancer diagnosis



Less likely to visit the emergency room



More likely to visit their doctor

“My case manager has given me the right information at the right time to actually give me hope for a more healthy life. Thank you again for the work that you do as I continue to get better.”

— Case management member

“I am better and back to work and I would still be sick if not for your help and availability. You empowered me with knowledge and I was able to help myself because of it”

— Case management member

Want to learn more about our cost-saving utilization management and case management services? Contact your BCBSGa Sales representative today!

⁴ Health Care Analytics internal case management study, 2014-2015.

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