

## “If You Only Knew...”

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You can identify the most unhealthy and costly segment of healthcare workers by examining individuals’ “modifiable behaviors.” Through our work in health management, we have observed that the following modifiable behaviors typically indicate a need for – and lead to a result from – health management intervention:

- Poly-Physician: Interactions with 15 or more unique medical providers over the prior year, and
- Poly-Rx: Prescriptions from 9 or more unique physicians over the prior year

—especially when combined with—

- High claim utilization:
  - o Over \$5,000 in prescription drug claims in the prior six months
  - o Over \$25,000 in medical claims in the prior six months

One of the biggest problems is that physicians generally do not even know that their patients see other doctors and receive prescriptions from them, nor do they know what kinds of tests and treatments their patients are receiving.

Although this group is a small segment of the population (6-9%), they account for more than 45% of the cost in claims. These modifiable behaviors often result in uncontrolled care, lack of a health home, and a reactionary, rather than preventive, approach to care. Intervention is necessary because supporting these behaviors can cost the plan a lot of money and resources as well as the patient’s health and quality of life.

You can significantly improve these situations by providing individuals with a personal health nurse, educating them on preventive care, and promoting in-network health home use. In the long run, you will see decreases in healthcare costs and improvements in employee health and productivity at the same time.

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*For more information on our healthcare practice or any of our other services please contact Frank Lonardo, Practice Leader at 1-212-227-7770 or flonardo@clcinc.com.*

