

Medical Services and Equipment

HOME HEALTH CARE PROGRAM



The rapid increase in claims severity is driving the cost of medical care and home-based services higher than ever before with medical claims costs rising 6.6% annually in a six-year period. A lack of automation and technology capabilities in addition to the shortage in professional health care providers puts quality and consistency of care at risk and increases the complexity of coordinating multiple services. To address these issues, PMSI has developed a scientifically based approach for managing the utilization, appropriateness and cost of care across the myriad of Home Health Care services.

The Right Approach

Comprehensive cost control requires a holistic approach to capture inappropriate spend and utilization, along with ineffective treatment. Medical spend associated with Home Health Care cases is driven by a small universe of diagnoses with low frequency. In fact, 72% of the current spend for Home Health Care is driven by diagnosis with frequency of less than 5%. Total cost of care is driven by unmanaged long-term utilization due to severe and chronic conditions.

PMSI applies evidence-based pathways to guide clinically appropriate utilization of Home Health Care and ancillary products/services. This proprietary utilization control process considers multiple factors and integrates industry-standard evidence-based guidelines with expert analysis for consistent outcomes that are defensible. Results and recommendations are reported back to the case manager for review and consideration. The application of clinically appropriate utilization pathways to claims will provide our clients with recommendations that are projected to appropriately adjust the intensity and volume of care at the start of the recovery process. This progression allows claims managers to have better control over the use of home care services and associated medical products. It helps to ensure that claimants receive quality care decreasing the time away from work and provides cost containment for payors.

More effective than simply filling an order transaction, this approach supports care management with actionable information and medically based recommendations. Through PMSI's Home Health Care program, issues such as inappropriate level or duration of care are identified early. As a result, ineffective treatment can be addressed improving progression of care and delivering control over total costs.

Program Overview: Home Health Care

The Right Care

While the number of claims is decreasing, the severity of claims is increasing. More severe claims require higher levels of care from credentialed providers and often increase length of stay. Diagnosis-based monitoring and coordination of services manages to the right type of care, time and spend. PMSI's Home Health Care program offers payors the confidence of tools and information that are reliable and medically proven. Time in managing the claim is minimized due to access to actionable information and overall costs are contained by ensuring appropriate levels and duration of care.

The Right Tools

A Home Health Care program involves a complex variety of services and equipment to be coordinated and managed—with sound judgment. This diversity of services adds heavy administrative burden to the coordination of care and follow-up. Additionally, there is greater exposure to potential leakage from out-of-network care coordination, which further increases overall costs. The PMSI program mitigates this risk with a broad network of care providers on a nationwide basis with 24-hour service placement assurance coordinated through a single point of contact. The network is controlled by a rigorous credentialing process that ensures quality of care and best-in-class service—proven by a 99.5% injured worker satisfaction rate with care providers. Negotiated in-network rates and an aggressive retrospective re-pricing program provide a predictable cost structure that increases accuracy of reserves. Clients benefit from a simplified and streamlined process that increases efficiency while reducing costs.

The Right Results

PMSI's Home Health Care program is a proven solution for utilization control with a predictable cost structure and measurable cost savings. Through clinical oversight, network penetration initiatives and outcomes-based reporting tools, clients achieve up to 18% savings over a transactional approach.

Top Diagnosis by Spend and Frequency in Home Health Care

Diagnosis	% of Spend	% Frequency
Quadriplegia	31%	<1%
Paraplegia	23%	4%
Spinal Surgery	18%	<1%

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Proven Solutions for Cost Containment

Founded in 1976, PMSI is a leader in developing solutions to control the growth of medical costs in workers' compensation. As one of the nation's largest and most experienced companies focused solely on workers' compensation, we deliver proven solutions for cost containment across the claims lifecycle. PMSI's solutions for Pharmacy, Medical Services and Equipment, and Settlement Solutions deliver quantifiable results and improve the quality of care for injured workers. We provide our customers with the innovation, focus, expertise, analytics and technology needed to successfully deliver workers' compensation benefits.