

## Clinical Support Program Saves Health Plan Over \$9 Million in Less Than Two Years

### Did you Know ...

- In the United States alone, costs associated with back pain were estimated to reach \$48 billion in 2005<sup>1</sup>
- At any given time, 80 percent of the U.S. population suffers from back pain<sup>1</sup>

At OptumHealth, our mission is to optimize the health and well-being of individuals and organizations through integrated, measurable, personally relevant guidance, technology and services.

## An OptumHealth Physical Health Case Study

Being in the health care industry for over 20 years has allowed OptumHealth Care Solutions' Physical Health division to help many clients save money on back pain treatment costs while increasing the quality of patient care. Read on to learn how we helped a current client save money and improve treatment results.

### Challenges

A variety of circumstances contributed to a difficult situation for this two million-member health plan in the Midwest:

- They had a recent settlement with the chiropractic profession
- Their chiropractic costs doubled in the three years after the settlement
- They had concerns regarding quality of care
- They wanted to retain utilization management, claims payment and their network
- They wanted only 20 percent of their chiropractors involved in the program

### Solutions

OptumHealth utilized its Clinical Support Program to develop a customized solution for this health plan. The primary components of the program were:

- Provides an alternative therapy choice for a growing population
- An outcome assessment notification tool
- Peer-to-peer outreach to providers
- Educational seminars for providers
- Clinical information-sharing
- Provider profiling

Within a two-year time frame, we conducted various activities to support this program:

- Collected more than 45,000 notifications
- Made over 600 peer-to-peer phone calls
- Held more than 1,900 educational seminars
- Posted almost 1,500 provider profiles to the provider Web site
- Sent over 1,300 provider profiles to providers
- Posted clinical information for almost 1,000 providers on the provider Web site
- Sent clinical information to almost 600 providers

## Results

With no services denied and no change in benefits or fees, OptumHealth achieved the following results for our client in less than two years:

### Reduced allowed dollars per patient

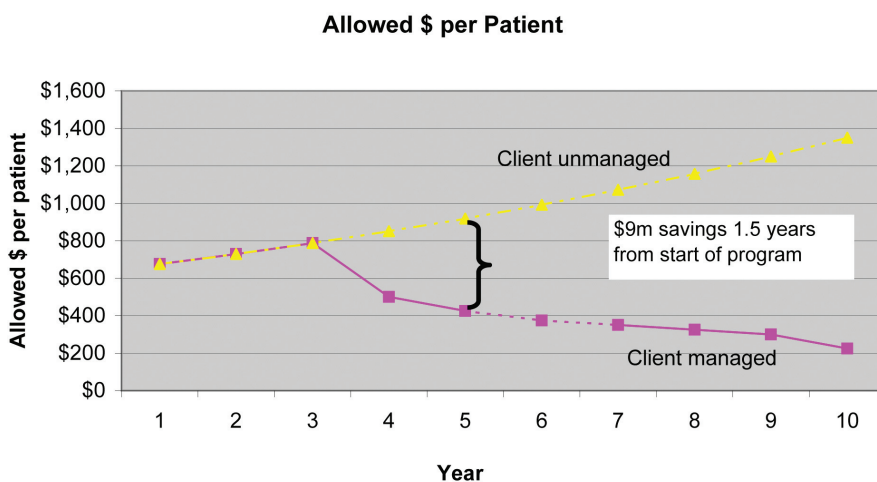
The program saved the health plan \$9.2 million in allowed dollars, and members saved \$940,000 in co-payment fees.

### Reduced dates of services per patient

There were 94,000 fewer dates of service.

### Reduced x-rays per patient

There were 19,751 fewer x-ray studies.



## Contact Us Today

To learn more about OptumHealth’s Clinical Support Program product, contact your OptumHealth Strategic Account Executive.

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<sup>1</sup> “PAIN MANAGEMENT; New study reports chiropractic care is cost-effective in treating chronic back pain. Obesity, Fitness & Wellness Week via NewsRx.com” Dec 10, 2005.

OptumHealth Care Solutions is comprised of the following UnitedHealth Group companies: ACN Group, Optum, and United Resource Networks.