

# The Inspera Health Solution

for Individuals With 5 or More Lifelong Chronic Conditions



## The Problem We Address

Over 20% of health plan costs are driven by 7% of members with 5 or more lifelong chronic conditions. These members are the ONLY portion of high cost claimants that can be proactively identified and managed. Treatment of one condition influences others, making clinical care and health improvement complex, offering little opportunity to achieve sustained health success.

Our exclusive focus since 1996 is to address the engagement gap for patients between the physician and the health plan through a personalized, integrated approach leading to sustained health improvement.

The solution can be adapted to include components that are important to the employer or align with the goals of their existing wellness program.

### WHAT WE DO



We offer an integrated solution, identifying participants from health plan and wellness data. We target candidates where behavior change will significantly improve long term health outcomes and reduce future liability.

#### OUR APPROACH:

- Is comprehensive; we focus on the whole person—physical, mental, emotional, spiritual, and financial well-being.
- Develops plans that are personalized to each participant.
- Is 15-24 months, focused on sustainable health change.
- Offers an average of 72 hours of multidisciplinary face-to-face support.
- Includes comprehensive integrated mental health care; everyone has a clinical behavioral assessment and mental health counseling is recommended for 80% of participants.
- Utilizes a multi-disciplinary provider network (fitness, nutrition, financial, behavioral clinicians, condition health education).
- Provides impact reporting on engagement, health behaviors, biometrics, external licensed instruments, satisfaction, and financial metrics.

### WHO WE ENGAGE



We target a unique and expensive segment of high cost claimants, working with adults with 5 or more lifelong chronic conditions.

#### WE FIND:

- About 7% of employees and spouses are eligible.
- 10-15% accept our invitation based on individual readiness for change.
- Because our solution is unique to each individual, we have 90% engagement at 6 months; 85% engagement at 12 months; and 70% engagement at 18 months.
- High engagement allows us to track sustainable change over time and offer performance guarantees.
- Average participant is early 50's with 15 or more years of service; typically they are not career mobile and are a long term health plan liability.

## HOW WE INTEGRATE WITH EMPLOYER BENEFITS



We can work with any benefit plan design and wellbeing initiatives to maximize utilization and in-network relationships for cost efficiency.

- We work closely with the carrier and PBM to ensure we have complete and timely data for reporting.
- We integrate with existing behavioral health networks and prioritize any employer internal service offerings.
- We leverage other employer health improvement initiatives.
- We can also work with the disability carrier to support return to work initiatives.

SINCE 1996

FACE TO FACE SUPPORT



EMPLOYER-FOCUSED

GUARANTEED OUTCOMES

## How We Create Value

We will guarantee a 30% improvement in graduates' health (see below) and a 30% reduction in graduates' total cost.

Over 2 years, this savings will generate ROI of at least 2 to 1, with additional long term savings.

Average participant engagement is 19 months.

We only bill on actively engaged participants.

Engagement is defined as a documented one on one appointment or participation in a group session.

### HEALTH IMPROVEMENT GUARANTEE

In order to quantify and communicate participant outcomes, we developed the Multiple Chronic Condition Health Impact Index<sup>sm</sup> which integrates 10 separate validated clinical and behavior change measures. The 10 measures include: engagement, mental health, physical health, biometrics, sleep, physical activity, and health behaviors. We guarantee a 30% improvement in health for graduates. Impact is reported quarterly.

### TO LEARN MORE

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