

# INTEGRATED NAVIGATION AND CLINICAL SUPPORT DELIVER BETTER OUTCOMES FOR EMPLOYEES AND EMPLOYERS

Only Quantum Health's healthcare navigation and care coordination engages early to improve the healthcare journey

Whether seeking preventive services, dealing with a critical need, or managing a chronic health condition, employees need hands-on clinical guidance to reduce the challenges they encounter throughout their healthcare journey. This is critically important now, as our healthcare system continues to struggle with the impact of the COVID-19 pandemic.

For example, according to a study published recently in *JAMA Health Forum*, roughly 20% of Americans said they had put off or avoided medical care in the last year. As individuals and families re-enter the healthcare system and "catch up" on preventive screenings or treatments that were postponed by the pandemic, they are tasked with finding the right care and wading through the complex administrative steps that are often required just so they can use their health benefits. Employees today are also faced with new options for accessing care that may be unfamiliar to them, all while struggling to schedule appointments and communicate with doctors in a system that has been disrupted by shutdowns and service limitations caused by the pandemic.

Healthcare navigation from Quantum Health mitigates these challenges with integrated in-house care coordination that engages employees and dependents earlier in the healthcare journey – in some cases before that journey even begins. This knocks down barriers and drives a more efficient, supportive healthcare experience that can also produce mutually beneficial cost savings and outcomes for employers and employees.

## IN-HOUSE CLINICAL EXPERTISE PROVIDES THE BEST SUPPORT – AND RESULTS

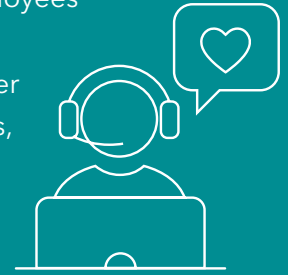
Quantum Health is the only navigation provider with an in-house clinical team that is integrated into the member journey. Its extensive team of experts has experience in everything from oncology to behavioral health, pharmacy, transplant care, chronic condition management, neonatal intensive care, maternity care, and more. Our approach to in-house clinical management centers around the individual needs of each employee member and includes services such as: utilization management, case management, concurrent daily review, population health management, behavioral and mental health management, and identifying social determinants of health that may affect an employee's journey.

Because most navigation services engage employees only after they have filed a claim, those individuals may already be on a path of decisions that will not result in the right level of care or be most efficient. By contrast, Quantum Health identifies and personally engages employees earlier in the process.

From this initial point of early engagement with Quantum Health (also known as Real-Time Intercept®) to finding a doctor, gaining prior authorization for clinical services or pharmaceuticals, or understanding how health benefits are being applied to offset out-of-pocket costs for individuals – employee members begin receiving support up to 120 days before a first claim is even filed.



This unique approach to navigation and care coordination reduces healthcare spend for employers and eases the burden for internal human resources teams who are often responsible for helping employees access and use their benefits, but who lack the clinical expertise to do so efficiently. At Quantum Health, we address this challenge by assigning each individual employee member to a dedicated in-house team of care coordinators including patient service representatives, claims specialists, and Personal Care Guide Nurses who possess the empathy, expertise, and tools to anticipate and address their needs at every point in their healthcare journey and across the continuum of healthcare providers.



Quantum Health's robust in-house clinical team has driven improvements in key healthcare benefits utilization metrics for employers, such as:

- **11.4%** fewer hospital admissions;
- **3.8%** decrease in length of stay;
- **14.8%** fewer inpatient days;
- **10.2%** decrease in avoidable hospital admits; and
- **11.2%** reduction in hospital readmissions.

In addition, according to an analysis of employers who use Quantum Health's navigation services, our clinical care coordination capabilities produced the following financial outcomes:

- **10%** reduction in costs for members being treated for hypertension;
- **12%** reduction in costs for members being treated for depression; and
- **15%** reduction in costs for members being treated for low-back pain.

## MANAGING HEALTHCARE COSTS. IMPROVING OUTCOMES.

Healthcare navigation can help employees at all stages of their journey, whether they are seeking annual screenings or elective procedures. But for employees facing a complex diagnosis (such as cancer) or other health needs, from mental health to maternity care, early intervention is particularly crucial.

With Quantum Health, members receive early support from specialized clinical care coordinators to complete everything from processing precertifications and prior authorizations for clinical visits, to securing prior authorizations for specialty medications, all of which save the employee and employer time and money. Combining personalized member insights with the right clinical care has been proven to drive significant savings in several key areas. Consider the following examples.



## ONCOLOGY

Cancer treatment accounts for **12% of total employer medical costs** in the United States, driving **\$125 billion** in direct medical costs. Healthcare navigation can help employers manage costs and improve outcomes by educating employees and their families about treatment plans and covered benefits, and by working with and across their circle of clinicians and specialists to manage services in ways that maximize benefits and eliminate surprise costs.

Navigation from Quantum Health has been shown to reduce costs by as much as **\$75,000 per person**.



## MENTAL HEALTH

The need for good mental health has become abundantly clear in the last few years. Consider the facts that **76% of employees** struggle with mental health and **42%** have been diagnosed with a clinical mental health disorder. Depression alone accounts for an estimated **400 million** lost workdays each year, and serious mental illness costs U.S. businesses as much as **\$193.2 billion annually**.

Care coordinators can help identify individuals who need behavioral and mental health support by conducting screenings for depression during initial interactions with any individual who is experiencing a current clinical need.



## MATERNITY

The cost of vaginal birth can range from **\$3,296 to more than \$37,000**, and cost of a C-section delivery can range from **\$8,000 to \$71,000**. Further, lack of early prenatal care may **increase hospital costs by \$1,000**.

Navigation from Quantum Health gives employee members access to specially trained in-house nurses with expertise in obstetrics, labor and delivery, and neonatal care who work with expectant mothers to ensure that all recommended screenings are completed on time and that a healthy pregnancy is achieved.

Only the right navigation partner pairs deep in-house clinical expertise with member insights and early intervention care coordination. Employees get the right care, at the right time, in alignment with their benefits program. This improves employee engagement with healthcare services, which leads to better clinical outcomes and consistent cost savings for employers.

**To learn more** about how Quantum Health drives better benefits utilization and outcomes through a unique combination of integrated, in-house clinical expertise, healthcare navigation, and care coordination services, listen to the 30-minute, on-demand webinar “Caring to Make a Difference: Better Clinical Outcomes with Healthcare Navigation” featuring Quantum Health CFO Scott Doolittle, CFA and Senior Vice President of Clinical Strategy Dr. Michael Sokol.

To schedule a conversation with a Quantum Health expert, contact us at **(800) 257-2038** or **connect@quantum-health.com**.