

Take action on high cost claims with Health Intelligence.

Today's employer plays a unique role in the lives of their employees. The influence goes beyond the hours spent in the office as they aim to help their employees be happy, healthy, and engaged in all facets of their lives.

Phalcon is no different. An electrical construction services company, Phalcon was trying to prove the value of their health management system through disparate data sources. In addition, they wanted to understand what was driving costs and to create strategic plans in the best interests of their employees. Too often, employers have purchased big, clunky data warehouses and traditional analytic tools that require too much training, waste too much time, and don't provide any direction. Phalcon knew they needed a more intelligent solution to take action on their data.

When their claims cost spiked from year over year, with little insight to support the spike, executives were left with more questions than answers.

Phalcon turned to Springbuk's Health Intelligence platform to fill in the gaps. Health Intelligence provided the visibility needed to understand what was driving costs and take action on opportunities.

“We wanted to combine our wellness vendor data, so moving to Springbuk where we could see one comprehensive picture made it much easier.”

Christine Conroy,
Wellness Coordinator at Phalcon

Find answers with Health Intelligence.

Springbuk's Health Intelligence platform helped Phalcon identify key insights and provided strategic direction to help maximize return on their health management investments.

Before Phalcon gained the ability to confidently forecast claims costs for the next year using Springbuk, they would field difficult questions in their management meetings: What's driving our costs? Is there an ROI on wellness? What's the forecasted spend for the future? Now, with Springbuk they're able to look at their entire population and easily answer these questions.

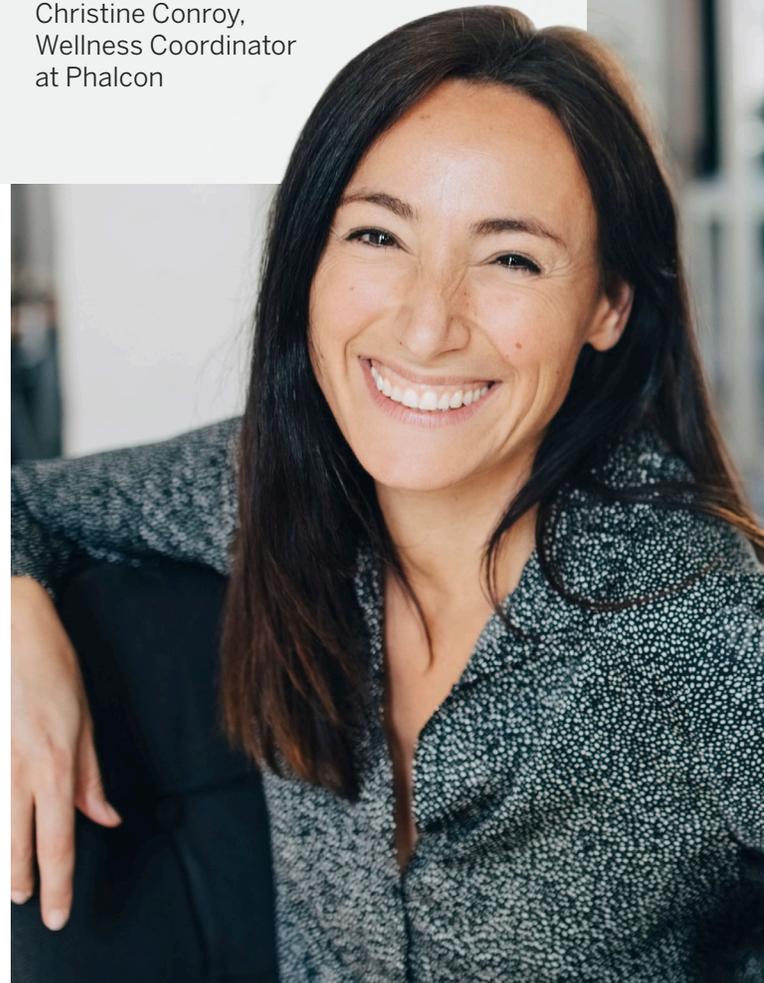
They were able to efficiently stratify their data so they could analyze high-cost claims (\$20,000+). Within this high-cost claims bracket, over 70% were not engaged with their programs, accounting for nearly 80% of annual claims cost.

With more transparency into their data, Phalcon looked at Gaps in Care for a focus population first. They found a lack of colonoscopy screenings.

In order to close this gap and boost their participation, they had to develop strategies that did more than contain cost. While Phalcon's wellness programs include an annual physical component, preventive care, and more, Phalcon used the data surfaced by Springbuk to create a unique program targeting colonoscopy screenings. The program was creatively named "Semi-colon," encouraging employees to "pause" and check if they have had their screening within the appropriate time frame. The program was not only built to create action, but to provide education.

“Diving into Springbuk data, we identified colonoscopy gaps and created focus populations we'll monitor over the next two years to boost colonoscopy screenings.”

Christine Conroy,
Wellness Coordinator
at Phalcon



Maximize the value of your health management investment.

By working from a single source of truth, patterns in historical claims and data tell a story of what's to come. When your data can work for you, these answers turn into actionable opportunities that help maximize return on investments.

Phalcon can now focus on setting the foundation for what next year's health and wellness program looks like. By surfacing issues and identifying unexpected costs, Health Intelligence has equipped Phalcon with proactive strategies to project their results. They can manage current conditions, Gaps in Care, and re-engage employees through tailored plans and programs leading them to a healthier population.

Preventive Care

Identified

Members Due for Colon Cancer Screening

OVERVIEW
STRATEGY
HISTORY

Strategy

Benefit Design:

- Work with your disease management vendors or onsite clinic to increase rates of colon (colorectal) cancer screening through colonoscopy, fecal occult blood test (FOBT), or flexible sigmoidoscopy/DCBE.
- Create incentives and reduce barriers to access, to assure ongoing screening checks.

Tools

Specific Gaps

• Preventive Care ▾

| Gap Guideline | Not Compliant | Compliance% |
|--|---------------|-------------|
| BMI percentile for children | 171 | 34% |
| Colon cancer screening: Age 50 and older | 481 | 23% |
| Lead screening by age two | 35 | 15% |
| Nutrition counseling | 208 | 20% |
| Physical activity counseling | 261 | 0% |
| PSA testing avoidance | 3 | 40% |
| Smoking cessation interventions | 70 | 23% |
| Totals | 771 | 15% |

“With Springbuk, we’re a far more informed group, which allows us to have more intelligent conversations and make more strategic decisions.”

Christine Conroy,
Wellness Coordinator at Phalcon



Ready to see how Health Intelligence fits into your organization?

Learn more at springbuk.com/request.