PREDICT Dx

Analytics for Catastprophic Diagnoses

Case Study: Enhanced Productivity

HM Insurance Group (HMIG) was seeking ways to support case managers by reducing time and effort spent on each case while simultaneously seeking the most useful and accurate data possible to form the projections.

Impact

The net impact of the
3% accuracy improvement
translated to
$2.5 million decrease
in the gap between projected and paid claims.

Overview

HMIG conducted an in-depth, performance-based study to evaluate the impact of adding PredictDx as a staff resource in their workplace. HMIG compared existing performance data from the 2013 fiscal year before implementing PredictDx against data from the 2014 fiscal year after subscribing to PredictDx. HMIG determined that PredictDx made a notable impact on case management productivity and accuracy of case projections by measuring the total number of completed case reviews, what percentage of those reviews contained projections, and the case managers' average review completion per day.

Care Results

Productivity Impact

The most productive case manager on the staff was also one of the top three most frequent users of PredictDx, completing a total of 4,144 reviews at an impressive 17.3 reviews per day on average. 23.89% of the reviews contained projections, exceeding HMIG's goal of 20%. PredictDx also made a significant impact on employee competency and value, indicated by the performance of case managers with relatively less experience; the most frequent user of PredictDx had less than 5 years of stop-loss experience. HMIG found that PredictDx greatly assisted this nurse in gaining insight and intuitiveness to function at a level where this nurse is now completing as many reviews as her more tenured colleagues.

AMS
INTELLIGENT ANALYTICS

Case Accuracy Impact

Prior to adopting PredictDx, nurses under-projected 28% of all cases. Use of PredictDx reduced this under-projection by 3%, despite working with a pool that was 33% smaller than the previous year and therefore more susceptible to outliers. Accuracy was also improved, even though a new and unfamiliar insured group was introduced in 2014. The net impact of the 3% accuracy improvement translated to $2.5 million decrease in the gap between projected and paid claims.

Educational Impact

Beyond quantifiable benefits, qualitative data indicated that nurses and case managers who frequently used PredictDx could more easily recall clinical information and apply it toward future cases – an extremely valuable quality for this employee group. Case managers pointed out that the usefulness of daily updates on drugs and diagnoses, the consistency of information, and the ease of use not only assist clinical thinking ability, but also serve to encourage expansion in clinical thinking ability. As such, it raised the value of HMIG's business and through making its case manager staff more efficient, effective, and intuitive.

Outcome

Over the course of a year, PredictDx helped HMIG complete their case reviews more efficiently and more effectively by amplifying the competency of the case management staff. With the ability to take on more net reviews while simultaneously making accurate projections, HMIG was able to both boost their profitability and retain greater savings.

HMIG found that through the use of PredictDx, case managers with little stop-loss experience were able to quickly acclimate to high-level case management, eliminating the need to hire more experienced case managers at the expense of a significant salary premium.

With the consistent and quality data delivered by PredictDx, HMIG case managers' intuition and predictive ability related to where a claimant may go through their healthcare journey was notably improved. This increases a case manager's productivity, projection accuracy, and ultimately their inherent value as an employee.