Case Study: PA Health Insurer’s Medicare Advantage Network

HM Home & Community Services was created to take its model and transformative network management solutions to health care organizations who are accountable for post-acute spend.

Customer
A Pennsylvania health insurer’s Medicare Advantage network

SNF
HMHCS Evaluated Skilled Nursing Facilities across Pennsylvania and ranked 180 larger facilities in the health insurer’s network.

Big Data
HMHCS collected utilization and quality data about the patient experience and 30-day and 60-day readmission rates.

Score Cards
Using the data, we assigned scores and learned that the top 10 percent of facilities had 8.7 percent readmission rates, while the bottom 15 percent had 20.5 percent readmission rates.

Network Performance Managers
HMHCS network performance managers shared their findings with SNFs, gaining their buy-in to develop a collaborative model, close the gaps, and move forward on progressive new ways to improve quality, service, and value.

The end results are:
- 25% decrease in bed days
- 17% decrease in number of days per admission
- 28% decrease in spending per admission
- 20% decrease in monthly cost per members

Reduction in SNF utilization and spend had no impact on year-over-year all-cause 30-day (20%) and 60-day (32-33%) readmission rates.

“I feel that HM Home & Community Services is getting it right in terms of post-acute care …”

Delia Glaser, Executive Vice President, Interim Healthcare of Pittsburgh

The activities that drove these results began internally at a health plan in early 2015 leading to the formation of HMHCS, the commercialization of the HMHCS model, and partnerships with post-acute care vendors. 3/17 CS209531