

HealthSCOPE Benefits

Minimally Invasive Procedures

Industry: Health Insurance

Covered Lives: 350,000

OBJECTIVE HealthSCOPE Benefits is a third-party administrator (TPA) that provides benefits programs for more than 200 U.S. corporations covering 350,000 lives across the country. As such, it is continually seeking ways to bring value to its customers through decreased healthcare costs (direct and indirect), while improving surgical quality.

HealthSCOPE Benefits understands that employers are seeking ways to save healthcare dollars with value-based programs that provide immediate impact.

MINIMALLY INVASIVE PROCEDURES BENEFITS

- High quality of care at a lower cost (vs. open procedures)
- Easy implementation from employer perspective
- Limited resource investment yields significant gains
- Immediate cost impact
- Direct claims costs reduced
- Employees return to work faster

IMPLEMENTATION DETAILS

In 2009:

- **Added MIP-focused benefit plan design within its internal systems and processes for existing and future customers**
- Trained staff on MIP benefits to handle customer service calls from members
- Provided MIP education to referring physicians about MIP through a letter campaign and provider meetings

In 2010:

- Implemented **MIP benefit plan design into bids for new business and targeted existing customers** to start MIP implementation
- Added **MIP utilization** in their 2010 Incentive Health Rewards Flyer Program which offers flexible and innovative solutions for employers to save on healthcare costs by incentivizing employees to engage in healthy activities and choices
- Created a communication plan that used employer focus groups to determine the most effective MIP messaging (i.e. newsletters, website uploads, etc.) that would resonate with employees and bring optimal consumer engagement

POTENTIAL INDIRECT SAVINGS

- Reduced replacement worker costs
- Reduced number of days in the hospital can lead to decreased risk of hospital-acquired infections
- Reduced prescription drug costs
- Reduced absenteeism
- Improved productivity

CHANGE IN CULTURE

Future Strategies for their entire book of business...

- Develop MIP Surgeon Network
- Conduct data pull to analyze benefit plan design results

Some patients may not be candidates for MIP. Underlying health conditions may indicate an open surgery is necessary.