

# Illinois: AxisPoint Health Program Generates \$565+ Million Net Savings in Four Years

## CLIENT

The state of Illinois, Department of Healthcare and Family Services.

## ISSUE

Illinois needed to assure access to quality healthcare to improve health outcomes, and reduce unnecessary and expensive emergency department and hospital utilization for its most medically needy patients.

## SOLUTION

In partnership with AxisPoint Health, the state offers a technology enabled, community based, multi-faceted disease management program focused on better patient access to care, improved coordination among providers and closer adherence to treatment plans.

*Your Healthcare Plus*<sup>™</sup>, the care management program designed to help more than 260,000 eligible Illinois Medicaid beneficiaries, produced \$569 million in net savings for the state over four years.

Provided by the Illinois Department of Healthcare and Family Services (HFS) and AxisPoint Health, the multi-disciplinary program used registered nurses and other AxisPoint Health care team professionals to help eligible Medicaid beneficiaries learn new ways to manage their health. Participants received help controlling their chronic illnesses, including asthma, coronary artery disease, heart failure, chronic obstructive pulmonary disease, diabetes, behavioral health conditions, end stage renal disease, HIV/AIDS, and other co-morbid conditions. The program began in 2006.

These chronic conditions and other health issues led to more than \$4.4 billion of actual claims costs during the four years in which *Your Healthcare Plus* generated a total net savings of \$569 million.

### The net savings breakdown is:

- + Year four: \$262 million
- + Year three: \$169 million
- + Year two: \$104 million
- + Year one: \$34 million

“*Your Healthcare Plus* is leading the way to better care, better health outcomes and more costs savings for our state,” said HFS Acting Director Julie Hamos. “When we are able to effectively teach individuals how to manage their illnesses, it leads to fewer emergency room and hospital visits, which in turn reduces costs and most importantly improves the quality of life for each individual.”

## BETTER HEALTH SERVICES USE LEADS TO PROGRAM SAVINGS

*Your Healthcare Plus* began helping Illinois residents on July 1, 2006. Beginning that first year, AxisPoint Health nurses worked closely with Medicaid beneficiaries and their providers to lower inappropriate inpatient admissions and emergency department (ED) use, and improve key clinical indicators. The hard work paid off with a net savings of nearly \$34 million for the state.

By the time the program's second year began, program staff had cemented relationships with many provider organizations throughout the state. *Your Healthcare Plus* supported and encouraged the physician/patient relationship. The results of a provider survey reflect this promotion. Medicaid providers gave the program high marks. Nearly two-thirds said that the program is useful to enrolled patients. Seventy percent of providers said they would recommend that eligible patients participate in the program.

These relationships lowered inpatient admissions and ED visits paid off again. The program generated \$104 million of net savings through better chronic illness management.

"The program, one of the largest of its kind ever undertaken, is unique in truly partnering with providers in a substantial way to reduce healthcare costs while improving the quality of care," said Ron Geraty, MD, Chief Executive Officer, AxisPoint Health.

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*AxisPoint Health professionals and our unique care management technology platform help participants gain better control of their life situation.”*

— RON GERATY, MD,  
CHIEF EXECUTIVE OFFICER,  
AXISPOINT HEALTH

## **CLINICAL INDICATOR IMPROVEMENTS, ADMISSIONS REDUCTIONS: BASELINE THROUGH YEAR FOUR**

Across all managed disease states, the program reported an average 15% improvement in influenza vaccinations from baseline (July 2005-June 2006) to year four (July 2009-June 2010). *Your Healthcare Plus* care coordination supported improvement, baseline to year four, for participants with heart failure, COPD, diabetes, coronary artery disease and asthma:

### **For participants with heart failure and/or COPD:**

- + 15% improvement in rate of beta blocker medication use in heart failure
- + 41% improvement in spirometry testing in COPD
- + 21% improvement in reported rate of vaccination for pneumococcal infections (pneumonia) in heart failure and COPD

### **For participants with diabetes:**

- + 36% improvement in retinal eye examinations
- + 11% improvement in testing for kidney damage
- + 10% improvement in aspirin use
- + 11% improvement in statin (cholesterol lowering medication) use
- + 9% improvement in cholesterol testing

### **For participants with coronary artery disease:**

- + 9% improvement in statin (cholesterol lowering medication) use
- + 8% improvement in cholesterol testing
- + 26% improvement in reported rate of vaccination for pneumococcal infections (pneumonia)

### **For participants with asthma:**

- + 20% improvement of use of written action plans for persons with asthma

“AxisPoint Health professionals and our unique care management technology platform help participants gain better control of their life situation: from food and housing to managing multiple chronic conditions. By taking this view, our nurses, social workers, behavioral health specialists and pharmacists are able to work closely with Illinois providers to ensure that participants get the help they need. This results in a program that’s financially and clinically successful,” said Dr. Geraty.



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