

Managing diabetes gains an 8:1 return on investment

How a third-party administrator's client improved health outcomes and lowered costs.

Background

An Optum Rx third-party administrator's client participated in the Optum Rx Diabetes Management program. The client has 2,797 lives and 277 of its high-risk members enrolled in the program. The steep cost of diabetes medication and supplies posed challenges for adherence, which resulted in additional treatment costs and hospital visits that could be avoided if members stayed on track with their treatment plan.

Goals

By implementing the Optum Rx Diabetes Management program, this client hoped to:

- Increase medication adherence for high-risk members
- Lower pharmacy and medical spend as well as total cost of care
- Improve health outcomes and reduce disease complications
- Enhance the member, provider and client experience



Solution

The Diabetes Management program is designed to help clients and members better manage health care costs. Controlling diabetes results in members that have fewer hospitalizations and visits to the emergency room, get regular blood glucose level tests and preventive screenings and can maintain a healthy lifestyle, including diet and exercise. This program offers personal, risk-defined solutions with high-risk members receiving proactive case management support from certified diabetes educators and lower-risk members being monitored daily to slow the risk for disease progression. We helped:



Tailor clinical interventions and outreach



Analyze gaps in care



Identify high-risk members before their conditions worsen



Provide case management by certified diabetes educators



Predict varying risk levels for disease progression and complications



Monitor ongoing adherence



Results

The program helped this client:

Achieve an **8:1** return on investment

Boost member participation in the program by **51%**¹

Save **\$2.60** total per member per month

Identify **166** gaps in medication therapy and fill **16%** of those gaps (**45%** higher than average book of business rate)³

Connect **63%** of the members living with diabetes with an advisor to discuss their treatment and improve adherence to their medications²



See how we can help.

Contact your Optum Rx representative today or visit us at optum.com/rx/tpas.

About Optum Rx

Optum Rx is a pharmacy care services company helping clients and more than 60 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefits services.

1. Optum Rx internal analysis. Applies to high-risk program participants whose baseline A1c was above goal. 2020. | 2. Optum Rx internal analysis. Average book of business between 60-70%. 2020. | 3. Optum Rx internal analysis. Number of gaps filled is 45% higher than average book of business rate of 11%. 2020.