



CLINICAL CARE ADVOCACY

Improve participant health, enhance services, contain costs

AGRiP Governance & Leadership Conference
March 9, 2022
New Orleans, LA

KAIROS
HEALTH ARIZONA, INC.

TODAY WE WILL

- Describe the challenge
- Outline the solution
- Share preliminary results
- Talk candidly about lessons learned

Challenge

Murky
data

Low
engagement
rates

Sub-optimal
patient
care

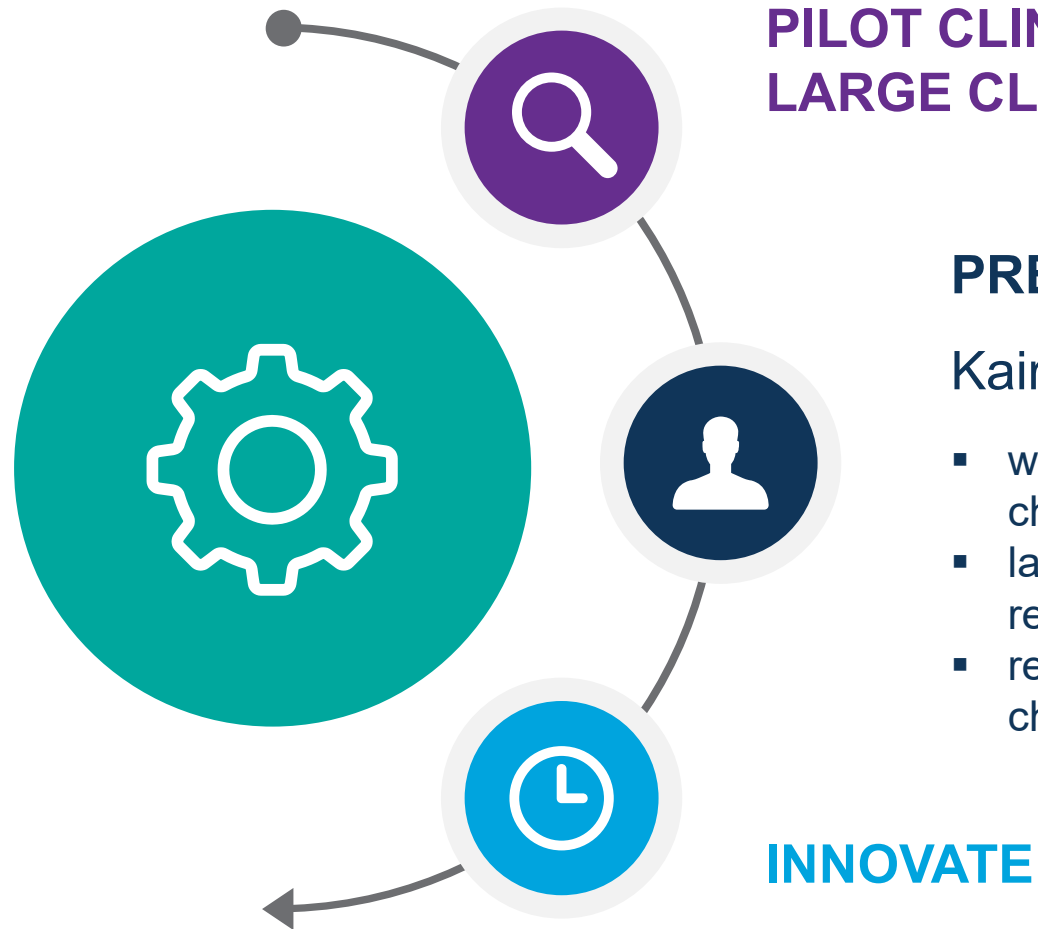
Cost
inefficiencies
impacting
claims

Unsatisfactory
participant
experience

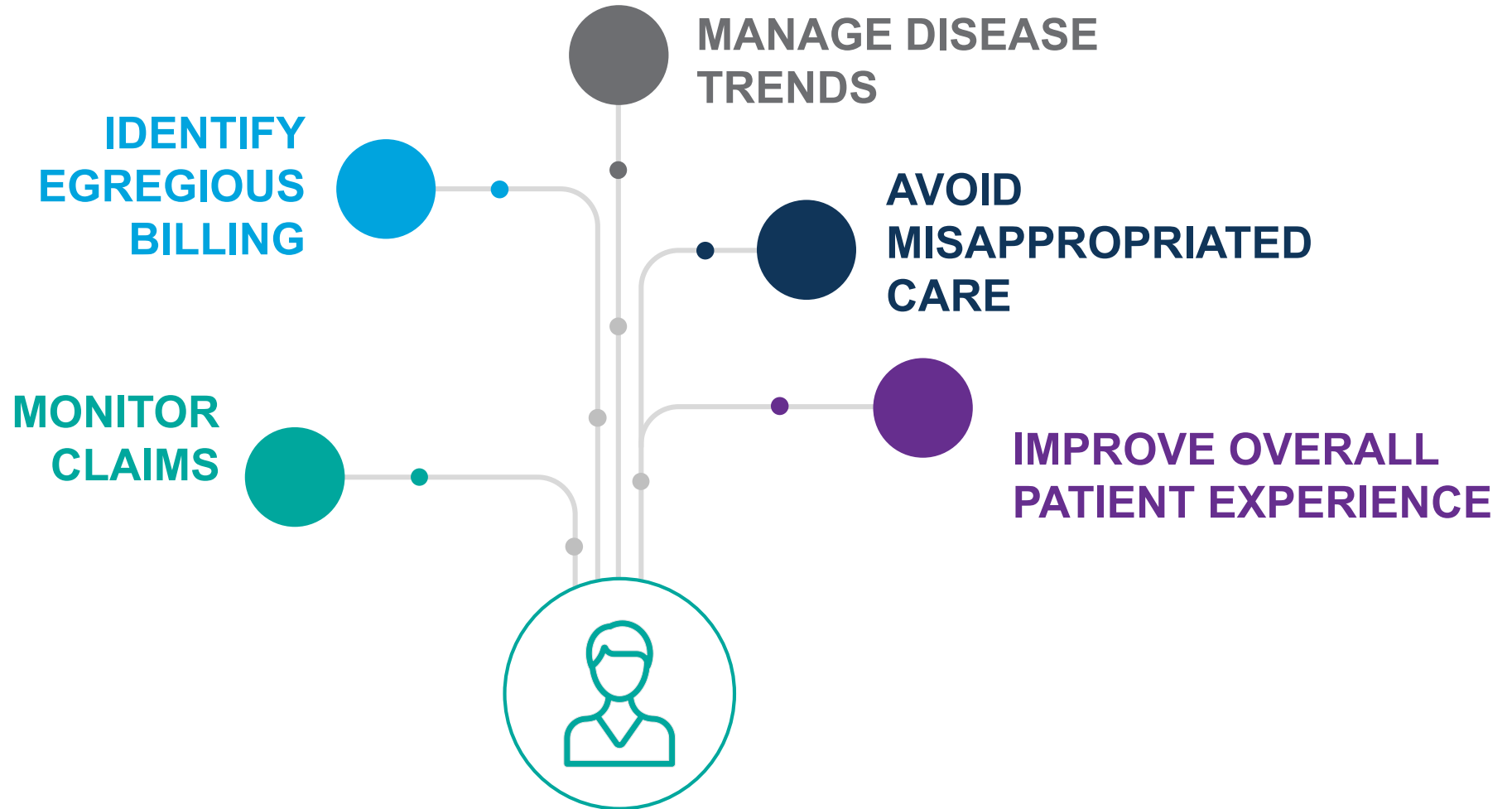
Opaque Healthcare Machine

Building the Program

Cultivating Buy-in



SOLUTION



IN-HOUSE CLINICAL ADVOCATES

Program Elements

DATA WAREHOUSE

- Access data
 - Utilization
 - Cost
 - Quality
 - Prevention
 - Biometrics
- Evaluate claim data



PARTNER COLLABORATION

- Solid, cooperative relationship
- Frequent reporting
- Oversight of programs

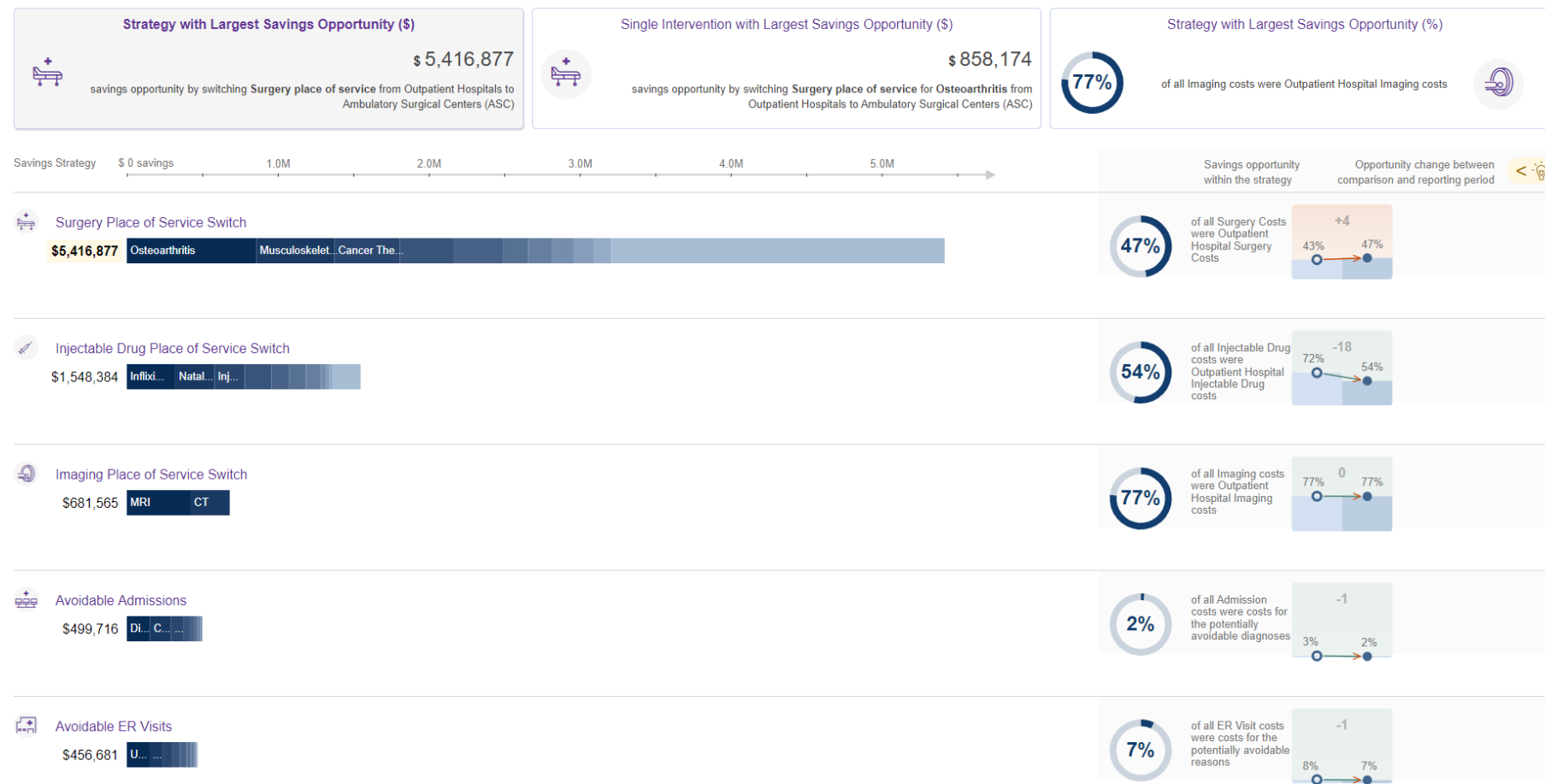
ON-STAFF CLINICIANS

- Clinical staff (RN) analyzes claim data
- Proactive participant outreach based on trends
- Create action plans to optimize care
- Develop strategies to target specific demographics

DATA WAREHOUSE EXAMPLE

Savings Opportunities

Paid ☒ Allowed ☐



Interventions



Preliminary Results

Results in Black and White

INFUSIONS

\$1.3M
10 employees

Moved participants from hospital setting to appropriate and convenient sites of care (infusion suite or home).

OUT-OF-POCKET

\$200k
1 employee

Reduced participant's out of pocket copay to \$0 and plan spend by redirecting medication source from hospital to PBM.

CLAIM RECOUPMENT

\$225k
8 employees

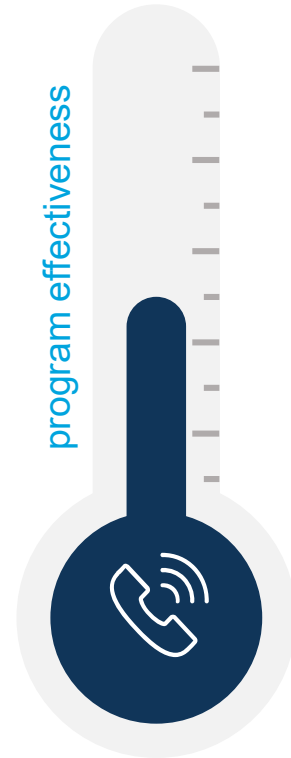
Recovered money wrongfully charged to the plan.

INDIVIDUAL HEALTHCARE NAVIGATION

Unknown \$\$
297 employees

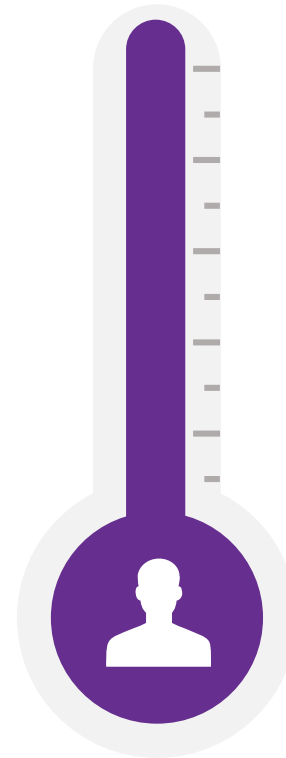
Care coordination, network solutions, and proactive outreach.

Engagement Philosophy



CARRIERS

Number of individual
contacts made



KAIROS

Prolonged and repeated
engagement over time

THE JAMIE STORY



Humanized Care and Employee Satisfaction

*Oh my goodness!
Thank you for helping me
with your amazing
negotiating skills! I really
appreciate it!*

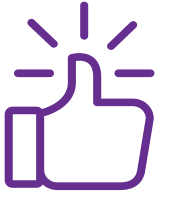


*You remind of the great and
powerful Oz behind the big
screen, the way you make
things happen!*

*I can't express how appreciative I am for your
kindness and willingness to make sure I was
taken care of!*

What's Next? What Did We Learn?

Next: Grow the Program



- Reinvest \$1.5M+ annual savings in Kairos
- Hire additional nurses
- Expand offerings
 - post-discharge participant outreach
 - frequent ER-utilization outreach
 - high-cost claimant review
 - nurse navigation
 - claims management

Lessons Learned



- You can't manage what you can't see
- Pools work around vendor limitations
- Claim expertise is not clinical expertise
- Know your key cost drivers and where the gaps are
- Infusion treatments are low hanging fruit with a high-impact



Contact

Tanya Edwards

tanya.edwards@kairoshealthaz.org

Denise Walsh

denise.walsh@kairoshealthaz.org