

Anthem<sup>®</sup>

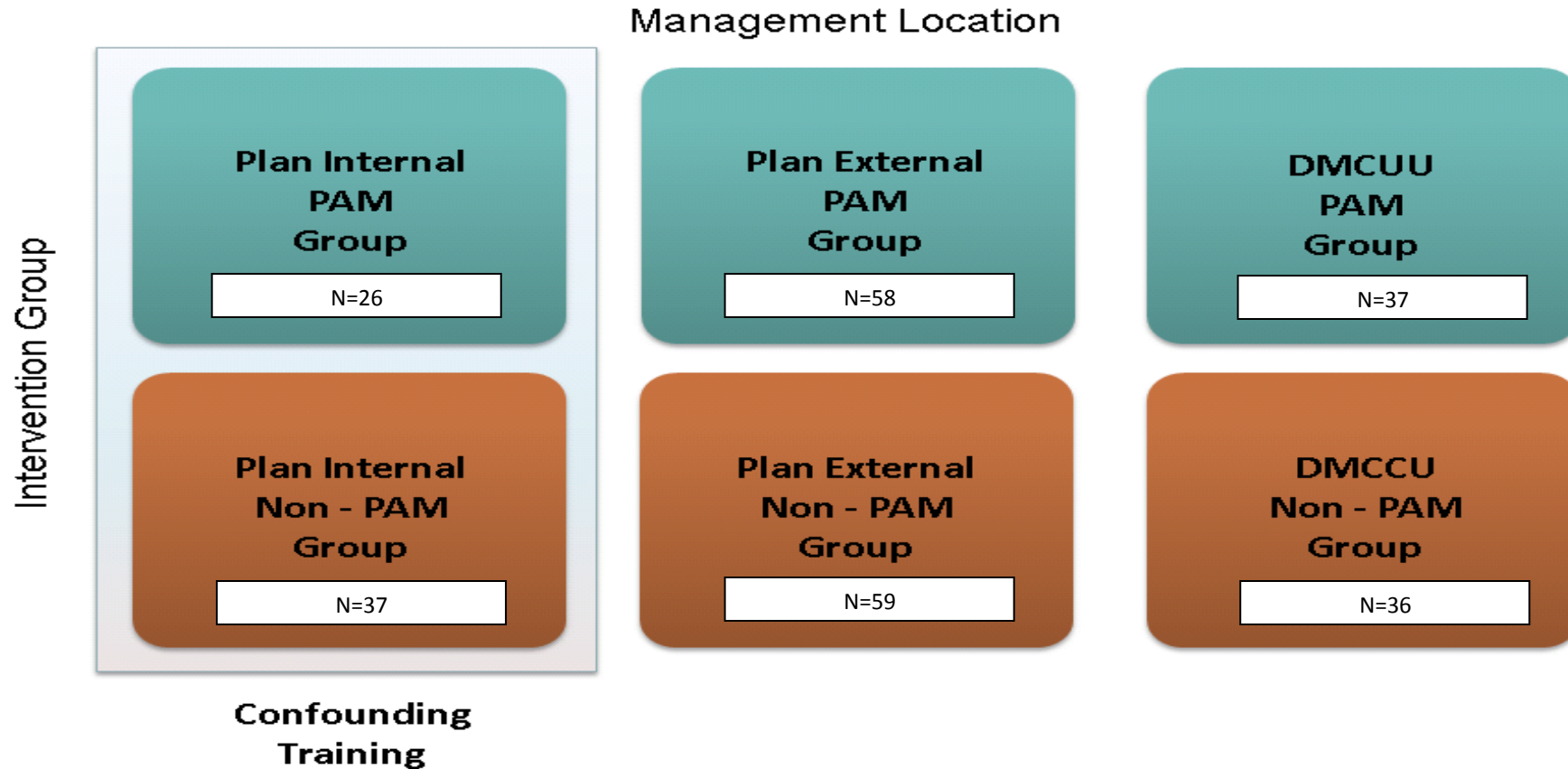
# Patient Activation: Medical Case Management and Behavioral Health Case Management

ACMHA Summit, March 24, 2015

Charles Gross, PhD



# Medical Case Management and Patient Activation: Experimental Design



# Outcome Measurement Groups

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PAM Cohort

• 121

Non-PAM Cohort

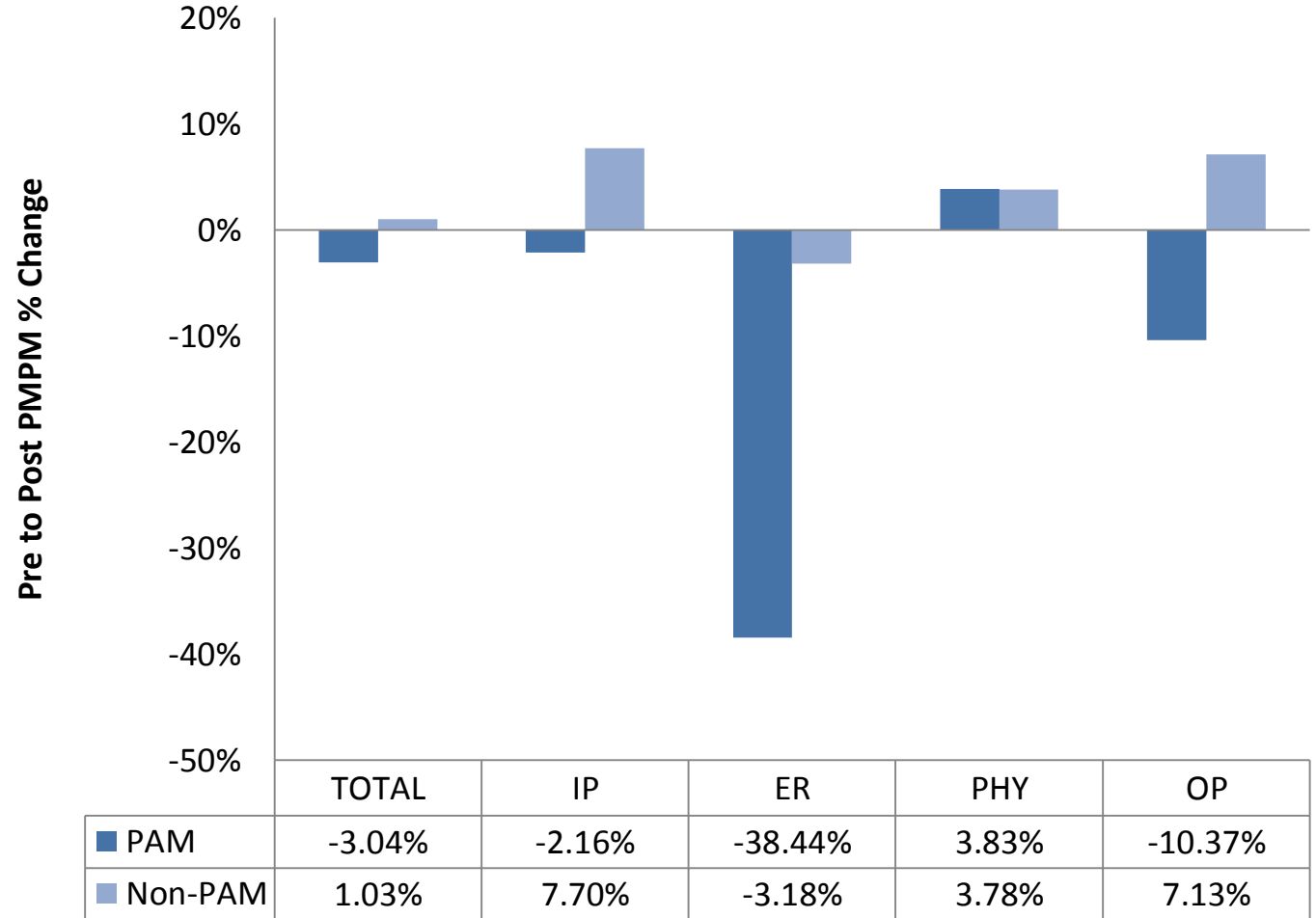
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# Outcome Measures: PMPM Change by Category of Service

When looking at overall PMPM, members administered the PAM experienced a 3.04% reduction in PMPM as compared to a 1% increase for the control group.

The distribution of change in PMPM by Category of Service is more correlated with better health management in the PAM group than the non-PAM group.

The improvement in PMPM, however, is not directly correlated with an improvement in PAM level.

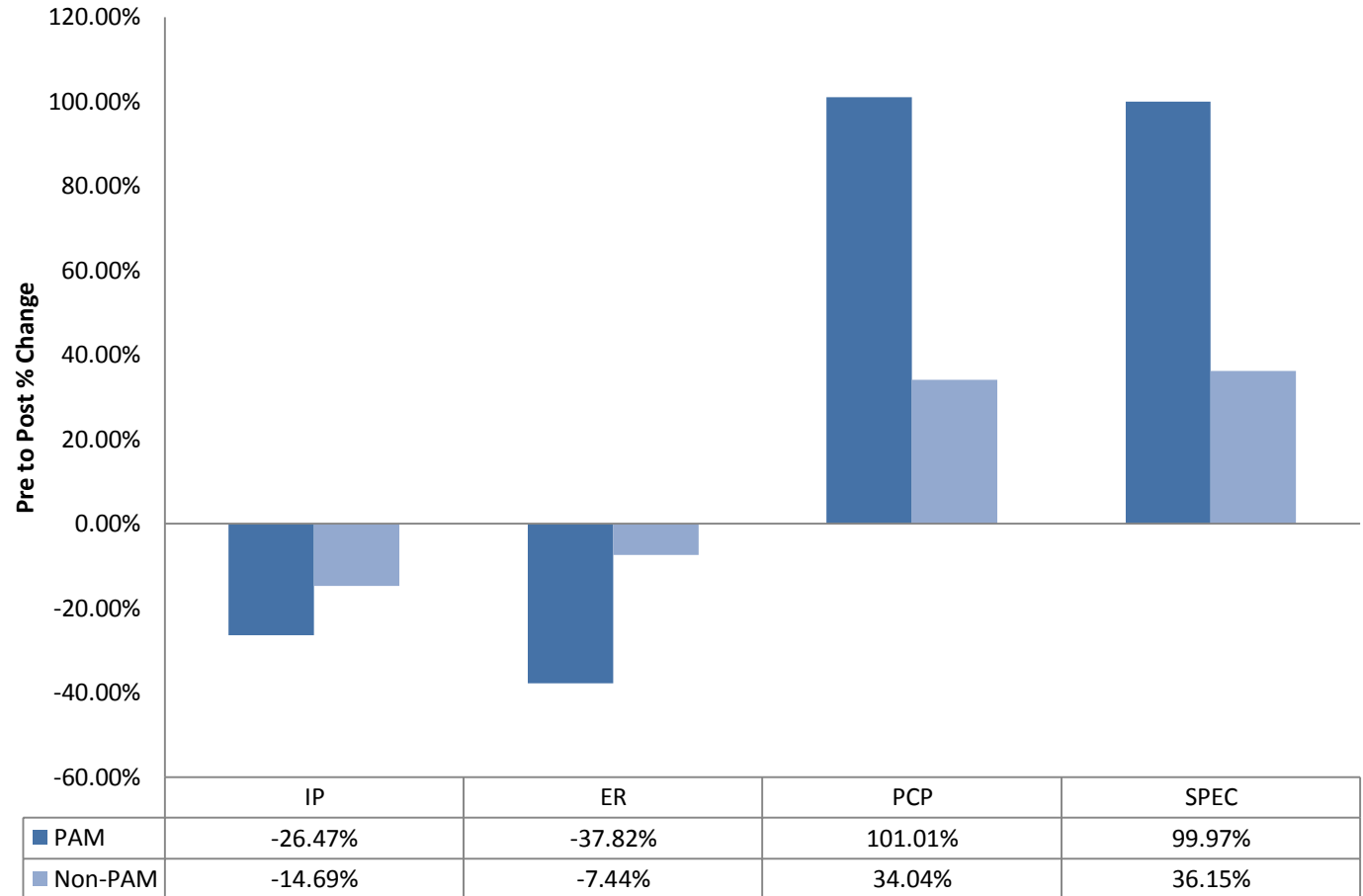


# Outcome Measures: Utilization Change by Category of Service

On average, members administered the PAM had two additional PCP or Specialist visits per year as compared to less than one additional for the Non-PAM group.

Additionally, the PAM group reduced ER visits and admissions over the Non-PAM group.

Similar to the impact on PMPM, the PAM Level of Change is not directly correlated with change in utilization as expected.



# Behavioral Health Case Management and Patient Activation

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Spring 2014 – Insignia and Anthem contracted for behavioral health modules for Patient Activation Measure

Summer 2014 -Identified and trained 16 Behavioral Health Case Managers at 3 Regional Service Centers

September 2014- go live, weekly rounds initially, now bi-weekly with Insignia

Current Status- 337 initial Patient Activation Measures administered

Challenges- Competing priorities with ACA expansion and unprecedented membership growth

Next Steps- targeting completion of Pilot June 2015 & data analysis September 2015

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# Contact Information

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Charles Gross, PhD

Regional Vice President, Behavioral Health, Government Business Division

[Charles.gross@anthem.com](mailto:Charles.gross@anthem.com)

(240)888-0996