

# STATE OF NEW JERSEY DRIVES DOWN HEALTHCARE COSTS BY PROVIDING EMPLOYEES WITH CHRONIC CONDITIONS A PERSONAL R-HEALTH DOCTOR



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A CASE STUDY BY R-HEALTH



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**Faced with ever skyrocketing healthcare costs, the State of New Jersey was searching for a way to rein in the costs of health benefits without shifting more of the burden to employees. They found it with R-Health.**

## CHALLENGE

The New Jersey State Health Benefits Program and School Employees' Health Benefits Program provide health coverage to hundreds of thousands of employees and their family members across New Jersey. The State was spending 8.4% of its budget, or about **\$3.4 billion a year**, on this program. The State wanted a way for those plan members most likely to drive their healthcare costs to engage with a personal doctor who would take overall accountability for their care.

## SOLUTION

R-Health launched 8 Direct Primary Care Medical Homes across New Jersey and eastern Pennsylvania to deliver unparalleled access to a personal doctor, on demand to New Jersey state and school employees and their covered family members. R-Health's unique Direct Primary Care practices feature:

- Same-day and next-day appointments
- Convenient evening and weekend hours
- No sitting in the waiting room
- 24/7 access to a personal R-Health doctor via a secure mobile app
- Onsite labs, immunizations, and medications
- No co-pays

R-Health's proprietary clinical intelligence platform, HealthyData™, analyzes clinical and claims data to identify those plan members with chronic conditions who would benefit most from high-touch primary care and the care teams proactively reach out to them to engage in their care. HealthyData™ also tracks key clinical metrics in real-time and provides R-Health doctors with a unique 360° view of what is happening with their patients throughout the healthcare ecosystem, including claims costs, hospitalizations, and specialist utilization.

The screenshot displays the HealthyData interface for a patient named Jane Doe. The patient's information includes ID 4/26/1974 (46F), status as a Monthly Member, and a progress bar. Provider details for Dr. Doctor are listed, along with practice and deal information. A table of clinical conditions is shown on the right, with columns for Source and Details.

Condition	Source	Details
Pre-Diabetes	✓	3.6 (8/12/2019)
Diabetes		
CHF		
Vascular Condition		
Pulmonary Condition		
CCI		
HTN		
Obesity	✓	34.1 (7/8/2019)
ER	✓	2 (Total: 3)
Behav Health	✓	
Conditions	✓	3 (Total: 10)

Below the patient details, there is an Overview section with EHR metrics:

- Total Appointments:** 11 (9 Seen, 2 Cancelled/Unknown/Future)
- Appointments Scheduled:** 1 (7 days until next appointment)
- Non-Visit Notes:** 7 (1 contains an Outreach tag)
- Visits Per Year:** 3.5 (10 visits (34 MM), 36 days since last visit)

Collaboration metrics include:

- Monthly Spruce Engagement:** 29.40% (10 of 34 Months)
- Weekly Spruce Engagement:** 7.60% (11 of 144 Weeks)
- Spruce Video Calls:** 1 (1 Video Calls All Time)
- Spruce Account Created:** Created on Dec 12, 2017

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### IMPACT

With the R-Health Direct Primary Care program, New Jersey has successfully delivered proactive, personal care to those highest risk employees and their family members. Over **70%** of the people cared for by R-Health have at least one chronic condition and over **33%** are struggling with a behavioral health diagnosis. Having a personal R-Health doctor, on demand, has enabled them to transform their quality of life and dramatically reduce their healthcare costs.

- **4x level of primary care engagement versus the national average**
- **15% reduction in medical spend**
- **24% less spent on outpatient surgeries**
- **28% less spent on inpatient hospitalizations**
- **95% of patients had a wait time of 10 minutes or less to see their doctor**
- **99% patient satisfaction**



### PATIENT SPOTLIGHT

When Dan\* finally decided to go for a checkup at R-Health, he had no idea he was a ticking time bomb. Dan hadn't had a really good experience with a primary care doctor in a long time. That's when he decided to try R-Health. He hadn't been feeling great but chalked it up to his age and his weight. He had no idea that he had two blockages in the artery commonly known as the "widowmaker." His R-Health doctor listened carefully at his first appointment. She paid attention without interruption and didn't hurry him along. She performed an EKG that led to his diagnosis and treatment for heart disease. Dan says it has been a long time since a doctor just sat and listened to what he had to say. The office would also not let him leave without helping him schedule his appointment with the cardiologist.

"In the State of New Jersey, we were facing out of control healthcare cost increases and we knew we had to take a hard look at the various ways we could fix this. After much research, we realized a core component of cost savings – and better patient experience – was more proactive and relationship-based primary care."

Patrick Nowlan, Executive Director of Rutgers AAUP-AFT and Chair of the NJ SHBP Plan Design Committee

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### PATIENT SPOTLIGHT



Joelle\* had tried almost everything to lose weight and nothing seemed to work. She was getting so much information from different sources and nobody could really help her pinpoint what was going on. Then Joelle started seeing an R-Health doctor. Her R-Health doctor spent at least two hours with her each month, taking blood work, examining her diet and the effect it had on her weight, and coming up with a plan that would work for her. Working in partnership with her R-Health doctor, she lost 30 pounds and feels better than she has in years.

*\*Patient names changed for privacy.*

### GET STARTED WITH R-HEALTH

To discover how you can deliver superior care to your health plan members who need it most, call [215.600.4590](tel:215.600.4590) ext. 1010 or email [info@r-health.md](mailto:info@r-health.md).

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