

CAMDENTON PUBLIC SCHOOLS

TELEMEDICINE PROGRAM

UTILIZATION BASED ON HEALTHLINK CLAIMS DATA MARCH 2015 TO FEBRUARY 2016

The below takes into account 10% of the office visits and 10% of the ER visits during the utilization time period

Gross savings estimate with no employee cost share taken into account			
OFFICE VISITS	AVERAGE COST	TELEMEDICNE COST	POTENTIAL SAVINGS
291	\$ 83.00	\$ 65.00	\$ 5,238.00
ER VISITS	AVERAGE COST	TELEMEDICNE COST	POTENTIAL SAVINGS
17	\$ 2,074.00	\$ 65.00	\$ 34,153.00
POTENTIAL SAVINGS			\$ 39,391.00

The below takes into account a current \$30 office visit copay and a \$15 telemedicine copay			
OFFICE VISITS	AVERAGE COST - Copay Included	TELEMEDICNE COST - Copay Included	POTENTIAL SAVINGS
291	\$ 53.00	\$ 50.00	\$ 873.00
ER VISITS	AVERAGE COST	TELEMEDICNE COST	POTENTIAL SAVINGS
17	\$ 2,074.00	\$ 50.00	\$ 34,408.00
<i>The above does not include any employee cost share for ER visits</i>			
POTENTIAL SAVINGS			\$ 35,281.00

The below takes into account a current \$30 office visit copay and a \$20 telemedicine copay			
OFFICE VISITS	AVERAGE COST - Copay Included	TELEMEDICNE COST - Copay Included	POTENTIAL SAVINGS
291	\$ 53.00	\$ 45.00	\$ 2,328.00
ER VISITS	AVERAGE COST	TELEMEDICNE COST	POTENTIAL SAVINGS
17	\$ 2,074.00	\$ 45.00	\$ 34,493.00
<i>The above does not include any employee cost share for ER visits</i>			
POTENTIAL SAVINGS			\$ 36,821.00



Telemedicine Program

The telemedicine program from HealthLink gives members access to live telephone consultations with board certified physicians for non-emergency conditions. Implementing telemedicine into your health care plan offers real value by saving time and money spent on a trip to the doctor's office.

How It Works for You

Save Money

A telemedicine consult costs \$65 versus \$95 for an in-office or retail visit, \$140 or more for an urgent care clinic, and over \$750 for a trip to the emergency room. Every time an employee uses the telemedicine program, it's money in the bank.

Save Time

On average, a telemedicine consult saves 2-3 hours – time that would have been spent as a late arrival, early departure, long lunch or even paid time off. Consults over the weekend or evenings, when doctors' offices are closed, save the employee's precious personal time, and helps avoid long emergency room or urgent care waits.

Make Life Easier for Employees

Going to the doctor can be an ordeal: you make an appointment, take a half-day off work, fill out paper forms on a clipboard, wait for 15 to 45 minutes, put on a paper gown, and tell the nurse why you've come. Then you get a few minutes with the doctor. With a telemedicine consult, an employee can call, speak to a doctor, and get the diagnosis and treatment, and even a prescription if appropriate. All within minutes.

Improve Access to Care

For employees on the road, working in rural locations, or living in underserved areas, telemedicine consults can be the difference between having access to medical care and not.

Increase Employee Usage

As employers instill consumerism into their employees' health care experience, a telemedicine program is a natural choice – offering easier access to care at lower cost. In fact, many are electing to cover telemedicine consults for employees completely, or to set up a co-pay that makes this kind of care a better consumer choice than ER, in-office, or urgent care.



How It Works for Members

Telemedicine consults have a few quick and easy steps:

- A member first calls the Nurses Desk.
- While they are on the phone, eligibility is confirmed.
- If the plan requires a co-pay, the member then pays with a credit card or “e-Check” (an electronic funds transfer from a checking account).
- The certified nursing staff will review medical history, current medications, and known allergies. Then, discuss the symptoms and reason for consulting a doctor.
- The doctor and nurse will call the member back, usually within an hour.
- Dependent on certain state laws, the doctor may be able to write a prescription or lab/imaging order.
- The clinical staff will contact the member within 48 hours after the consult to follow up.

Types of Conditions Treated with Telemedicine Include:

- Anxiety
- Body Aches/Pain
- Cold with a Fever
- Constant Coughing
- Diabetes
- Flu/Flu-Like Symptoms
- Headaches
- Heartburn
- Joint Swelling/Pain
- Motion Sickness
- Nausea
- Night Sweats
- Urinary Tract Infection
- Sinus Infection

HealthLink, Inc., is an Illinois corporation. HealthLink, Inc. is an organizer of independently contracted provider networks, which it makes available by contract to a variety of payors of health benefits, including insurers, third party administrators or employers. HealthLink has no control or right of control over the professional, medical judgment of contracted providers, and is not liable for any acts or failures to act, by contracted providers. HealthLink, Inc. is not an insurance company and has no liability for benefits under benefit plans offered or administered by payors. HealthLink is a registered trademark of HealthLink, Inc.



healthlink.com • 800-235-0306

Telemedicine Program from HealthLink

Best Practices for Success

Telemedicine is one of the most exciting new benefits in years – offering real value to members while saving money. Once the program is implemented, following best practices can make a major impact, both on how the service is received and how much it is used.



1. Make it available to everyone.

Don't limit the benefits of telemedicine by trying to focus only on a segment of members within your benefit structure. It's easier to communicate the message and see real cost-savings and wide-spread use by making this available to all employees and dependents.

2. Leverage executive support.

Employees take their cues from leadership, so make sure the message starts at the top. Senior leadership should set the tone and expectation of employees and explain why the initiative is important and how it benefits everyone. Encouragement from a manager also helps an employee feel like they are spending their time in the right place.

3. Tell them about it!

Most health care services are tied to the insurance model – once-a-year open enrollment and then radio silence for a year. But telemedicine is different. Employees need regular communication through channels like e-mail, print and updates to a benefits site. Including the telemedicine phone number on ID cards will remind members that when they have a need, they can call a doctor rather than head to the ER.

4. Offer Incentives around enrollment.

Incentives, such as offering a lower co-pay for the telemedicine program, are ways to show employees that the action you are asking them to take is important to the company. They are proven motivators that drive employees towards goals and help create a sense of urgency. This will prompt employees to take immediate action by using the program when they need it.

5. Make room.

If you want employees to use the service during working hours – when it can keep them on the job instead of at the doctor's office – you need to provide a secure, private space. Designating a small conference room with a telephone for telemedicine consults can help overcome a key barrier.

6. Measure, manage, and share the results.

You can't manage what you don't measure. Having closed reporting is important to understanding the health of your program and its success. It's a good idea to set goals for the year and track against them as you go. Reports that show metrics like enrollments, usage, cost savings and satisfaction ratings give a clear picture into how your program is doing over time.

HealthLink, Inc., is an Illinois corporation. HealthLink, Inc. is an organizer of independently contracted provider networks, which it makes available by contract to a variety of payors of health benefits, including insurers, third party administrators or employers. HealthLink has no control or right of control over the professional, medical judgment of contracted providers, and is not liable for any acts or failures to act, by contracted providers. HealthLink, Inc. is not an insurance company and has no liability for benefits under benefit plans offered or administered by payors. HealthLink is a registered trademark of HealthLink, Inc.



healthlink.com • 800-235-0306