

# Excelling with the 5%

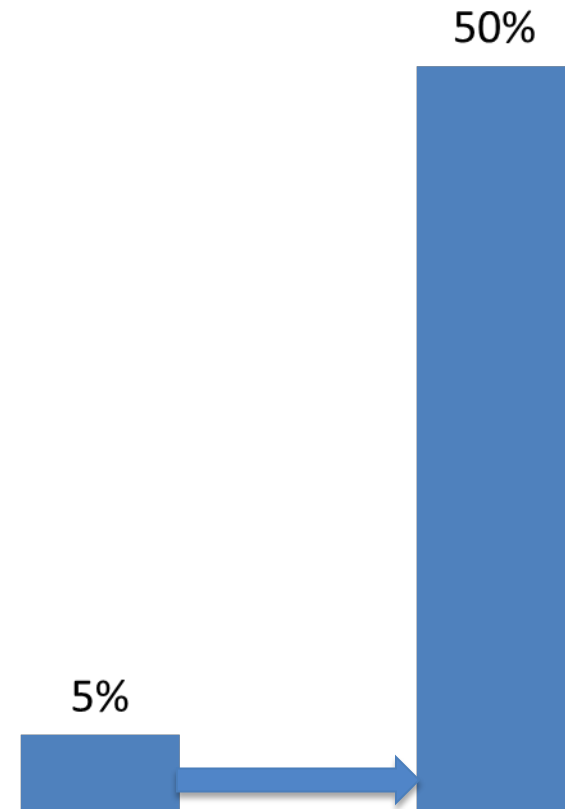
Developing Integrated Care Clinical Models for  
SuperUtilizers

**Christina VanRegenmorter, MSSW, PMP**

Director of the Center for Clinical Excellence & National Policy  
Centerstone Research Institute

# Excelling with 5%

- 1/2 of Medicaid \$
- 85% behavioral health needs.
- Behavioral health **doubles** or **triples** the cost of **diabetes, hypertension, and asthma.**



# coaction*Health*



New clinical model



Targets the 5% (3+ hosp/ED use)



Analytics



Technology-enabled care



Wellness coaching with  
RN support



Flexible funds



## Technology-Enabled care

**CRI** CENTERSTONE  
RESEARCH  
INSTITUTE



- Clinical Model
- Analytics
- Alerting for Hospitalization & ER use



- Passive & Active Data
- Alerts to Wellness Coaches



- Secure texting
- Videochat
- Audiomemo
- Photochat

# coaction*Health* Results

**87** enrollees, **2** states

Hospital Days:  50%

ED Days:  20%

**\$247,676 Estimated Savings**

# How can you excel with the 5%?



**Know** your 5%



**Engage** potential funders



**Develop** or choose a clinical model that addresses your funders' priorities



**Pilot** small



**Use pilot results** to obtain a **value-based** contract

? → @vanregenmorter