



# Pathways to AchieveHealth<sup>®</sup> *Concierge Services*



## Comprehensive, Top-Notch Services at Lower Costs

Delivering a high-touch, individualized level of service focused on engagement, prevention and advocacy—whenever members need it.

### Who We Are

HPI redefines what is possible with self-funded health plans. As a leading, national TPA, we've been partnering with health plan brokers and employers for 40 years to provide innovative self-funding strategies and customized plans tailored to each client's needs and population. Our solutions give employers greater cost transparency and control, while elevating the member experience.

Our national Pathways to AchieveHealth<sup>®</sup> concierge program expands on our successful member advocacy solutions for a seamless approach to top-tier customer service.



# The Challenge:

Healthcare systems and benefit plans are ever changing and confusing.

**Low health literacy is an expensive epidemic.**

- Reduced patient compliance
- Increased hospitalizations and readmissions
- Increased rates of chronic disease
- Increased medication errors
- Lower prescription medication adherence
- Higher emergency room utilization

**61%** of patients who self-refer “get it wrong,” resulting in **33%** higher costs.

Only **9%** of patients surveyed showed an understanding of basic health insurance terms.

# Our Solution:

Bridging the crucial gap between benefits and care with our flexible Concierge services.



# What Sets Us Apart?

## Our Concierge Services

- Take into consideration appropriate regional factors and specific client needs
- Are fully integrated with claims, medical management, pharmacy benefit managers and data analytics
- Can connect members to additional carve-out services, such as EAPs
- Combine best-in-class customer service with medical management and patient advocacy
- Are supported by a single point of entry for members
- Collaborate with clinical care
- Help members schedule appointments with healthcare providers
- Provide utilization and service detail reporting to clients

***Exceptional care and assistance with substantial savings.***

## How it Works

Through one single phone number, members can speak directly to an experienced, compassionate Member Advocate who serves as their personal health care concierge.

From coordinating prescriptions to calling a provider about a bill—our Member Advocates are there to help—whenever it's needed.

**Guiding members toward more effective, more cost-efficient care—without headache or hassle.**

- 1 Member has healthcare event
- 2 Calls their concierge for benefits, claims, etc.
- 3 Advocate assesses health; helps navigate care
- 4 Routes to appropriate care team; schedules follow-up
- 5 Member is engaged and receiving appropriate care

***Professional support with a personal feel.***





## Support Offered by Member Advocate

### Health Category

	Healthy	At Risk	High Risk
Advocate confirms level of risk	✓	✓	✓
Member is encouraged to seek preventative care	✓	✓	✓
Advocate promotes wellness programs	✓	✓	✓
Account is reviewed for other opportunities to increase wellness	✓	✓	✓
Advocate facilitates engagement in applicable programs		✓	✓
Follow-up call is scheduled		✓	✓
Reviews gaps in care (including Rx)		✓	✓
Advocate acts with urgency to connect member to applicable programs			✓
Additional benefit information is reviewed			✓

Ask your broker, or contact the HPI sales team to learn more.

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