



Providing the **right care** to lower costs for **high-cost claimants**



Right here.
For you.

Success built on the right support

A small percent of members drives a significant amount of cost for the health plan because they're often navigating more than one chronic or complex condition, which Univera Healthcare knows can be complicated and overwhelming. **By identifying these high-cost claimants early we ensure your employees are receiving the right care at the right time and in the right setting**, helping to improve outcomes and mitigate costs.

We leverage our specialized High-Cost Claimant (HCC) team in partnership with our Care Management team to assess the member holistically, based on their medical, behavioral, social and financial needs. These teams meet several times per week to review high-cost claimants, addressing their most pressing needs and offering solutions and support to the most vulnerable members.



\$10.9K

Average cost avoidance
per engaged member¹



Intimate knowledge of the local and regional health systems and provider network allows our team to help bridge members with providers, assist in scheduling, and advocate for members with their health care team when needed.

Meet our High-Cost Claimant Team:

- Registered Nurses
- Certified Diabetes Care & Education Specialists
- Registered Dietitians
- Licensed Social Workers
- Pharmacists
- Physical Therapists
- Medical Directors
- Respiratory Therapists



Identifying the right members to engage

Using a 3-pronged approach, the HCC Team intervenes proactively to avert a high cost spend or the complexity of pre-existing conditions – rather than reactively after the high spend has occurred.

1

Earlier identification

Using a proprietary risk stratification approach as well as a direct Utilization Management authorization referral process, we identify eligible members prior to claims hitting. High risk individuals with \$100,000-\$199,000 in claims already are put on an outreach plan versus reaching out retroactively when they've moved to a HCC.

2

Current year spend

We use data to understand claimants with complex or chronic diagnoses who have already achieved greater than \$200,000 spend this year.

3

Future predictions

Utilizing proprietary predictive analytics, including rising risk, we identify employees with the potential to reach a spend greater than \$100,000 due to either chronic conditions or a catastrophic condition.

Members with complex, high-cost conditions are also identified in other ways



Pharmacy
claims



Cardiac event
reports



Utilization
management

> **\$513K**

in medication cost savings/cost avoidance as
a result of pharmacy interventions²

57%

decrease in
preventable admissions¹

Working together to make care more manageable

We put people first, with a dedicated team that's right here for members facing high-cost conditions, helping manage those costs throughout their health journey.

"The HCC Team's support has been a pillar for me emotionally as well as helped me better understand the tests I've undergone, prescribed treatment and future plans."

- Michael⁴, Univera Healthcare Member



95%

of HCC members engaged the case management report feeling satisfied with helpfulness of information provided by the care manager³



Learn more ways our comprehensive approach is working for you and your employees at UniveraForBusiness.com



¹ Based on 2024 experience for commercial members engaged in CM with case type 'HCC - Chronic' or 'HCC - Complex'

² Based on 2024 experience for members engaged in CM with case type 'HCC - Chronic' or 'HCC - Complex', or other HCC pharmacy interventions.

³ Member reported satisfaction outcomes are based on 2025 satisfaction surveys sent at time of case closure and represent members engaged in HCC Case Management

⁴ Member name has been changed