Diverting ER visits: Reducing spend and improving quality

THE CHALLENGE

Reduce ED visits with better telehealth

A top-tier national healthcare insurer sought a telehealth solution that would allow it to minimize unnecessary ED visits caused by insufficient primary care access. Limiting ED visits would reduce spend and streamline patient care.

This payer's prior experiences with telehealth were unsatisfactory, and the lack of data-driven diagnostic capabilities often drove members to urgent care centers or clinics, which telehealth had set out to avoid.

AIMS

A superior remote care plan with increased adoption would allow the payer to:

- ⏱ Enable faster episode resolution
- ⏱ Navigate patients to the right care for their condition
- ⏱ Minimize avoidable ED utilization

THE SOLUTION

Offer remote physical exams for better remote diagnoses

The health plan assessed the potential impact of TytoCare and worked to identify which segments of their population would be most likely to be impacted by this technology. TytoCare and the payer worked to determine that the highest impact segments would be those members starting families and with school-age children, as these had the highest need for convenient appointments and after-hours care.

> Health plan distributed devices to **940 members**, and enrolled **1700+ patients** into the **new virtual care program**

Health plan incentivized the program to encourage members to make the shift to virtual-first care through activation benefits and education visits. They promoted TytoCare among providers to spread awareness. Health plan tracked KPIs to enhance the experience and yield quantifiable results.
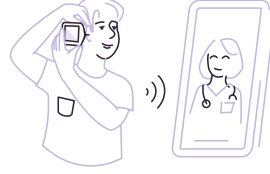
How it works

Patients log into TytoCare to initiate an on-demand or routine visit. A clinician connects with patients to consult on exams. The clinician diagnoses patients' conditions or triages patients to the next stage of care if necessary. Patients receive convenient, optimal care, increasing security and building trust.

1

Patients log into TytoCare

2

A clinician connects with patients to consult on exams

3

The clinician diagnoses patients' conditions or triages patients

Outcomes

Health plan's study indicated satisfaction with TytoCare:

98% of visits were resolved fully remotely with Tytocare

✓ ED diversion rose **40.5%**

✓ Health plan had an **18–30x** return on investment

The Institute of Medicine's (IOM's) six dimensions of quality (safety, effectiveness, patient-centeredness, efficiency, timeliness, and equity) may all be compromised when ERs are overutilized. Over the past few years, several studies have presented clear evidence that ED crowding contributes to poor quality care. (Agency for Healthcare Research & Quality)

TytoCare enables programs that reduce ER visits, easing members access to care, improving clinical outcomes, reducing clinical expense, and providing a quality member experience.

ED diversion:

9% — Audiovisual-only plan

40.5% — TytoCare virtual care

ED spend avoided:

11.8% — Audiovisual-only plan

37% — TytoCare virtual care

Next steps

Utilizing TytoCare, health plan can deliver targeted remote care to meet the needs of all members. Health plan plans to reach additional market segments and continue implementing virtual solutions.

Highest impact segments based on usage & value

	Age	Usage & value	Plan type	Virtual care strategy
	18–24 Young adults with no kids	• Inconsistent / occasional PCP usage	• Individual • Employer Group	
	Late 20s–30s Starting families	• High OBGYN & pediatrics usage • Convenient appointments	• Individual • Employer Group	Virtual Primary Care
	40s–50s School age children	• Working, caring for kids, aging parents • Convenient/after hours • care critical	• Individual • Employer Group	Virtual Urgent Care & Virtual First Innovation
	50s–60s Transitioning to retirement	• Prevention & wellness • Established PCP & continuity • 1+ major conditions	• Individual • Employer Group	
	65+ Medicare	• Multiple health & coordination needs • Cost sensitive	Medicare	Chronic Care & Hospital at Home

Near term highest impact   Future targets

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