

## Physicians Health Plan of Northern Indiana Implements Care Management Solution to Enhance Cost Savings and Deliver Rapid ROI

TriZetto CareAdvance Enterprise supports utilization, case and disease management for improved care quality, enhanced outcomes and reduced plan expense.

Physicians Health Plan of Northern Indiana (PHPNI), a commercial not-for-profit carrier supporting 50,000 members, needed to develop a formal care management program to meet employer requirements.

The plan's leadership gave the PHPNI team just 12 months to create and implement a best-in-class service strategy to effectively manage medical risk for existing members – one which could also be “vendible” to other entities.

### AT A GLANCE

TriZetto CareAdvance Enterprise helped Physicians Health Plan of Northern Indiana successfully create and implement its first care management program. The application's comprehensive functionality and pre-integration with QNXT core administration allowed the organization to quickly achieve lofty business objectives.

### OUTCOMES:

- \$1.2 Million in plan savings generated in the first six months of operation.
- 100%+ of all annual fixed program costs recouped within three months.
- 52% under budget for CAE system implementation.

PHPNI continues to advance their care management initiatives. Member and provider satisfaction is high and the organization is now offering this proven service to outside entities—using CAE to support a new, revenue-generating business model.





“Establishing a successful care management initiative is not a solo journey. We rely on Cognizant to be our partner and we rely on the CAE User Group. Cognizant is responsive to our needs and fellow CAE clients offer valuable tips and insights to help us be as effective and efficient as possible.”

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Gail Doran  
Chief Operations Officer,  
Physicians Health Plan of Northern Indiana

Key to program success was the acquisition of a care management system that could:

- Prove demonstrable savings to employer groups
- Deliver a 4:1 return on total project investment.

After reviewing numerous solutions, PHPNI chose TriZetto CareAdvance Enterprise (CAE) from Cognizant because of its strong client base, proven performance and interoperability with their existing QNXT™ core administration software.

## ON TIME, UNDER BUDGET

PHPNI was able to rapidly implement the new system, thanks to inherent CareAdvance/QNXT integration. This pre-integration also prepared the plan to share information with their risk-based contract health systems, and let PHPNI quickly assume the role of care management vendor for a third party administrator.

In addition, CAE's standard content package allowed PHPNI to streamline program development to complete the implementation project on schedule and significantly below budgetary projections.

## FLEXIBILITY & USABILITY WITH EXPERT SUPPORT

PHPNI's care management team did not want to be limited to preconfigured guidelines. With CAE, the team was able to establish unique program parameters – giving their nurses the freedom to identify and intervene with members they perceive to be at potential risk or who may be experiencing a life-altering event.

A user-friendly, intuitive design lets new care managers come up to speed quickly and efficiently, while support from the CAE User Group and us has helped PHPNI maximize system performance and effectively address questions or issues that may arise.

"I see a lot of opportunity for us to grow with this system. Because the CAE support team does such a great job of listening and responding to end user needs, we can continue to expand the effectiveness of our care management programs."

**Michelle Creager**

Director of Medical Management,  
Physicians Health Plan of Northern Indiana

## BEST-IN-CLASS SOLUTION / BEST-IN-CLASS RESULTS

The real test for CAE was whether or not it could deliver on the health plan's savings and ROI requirements. The solution far surpassed established objectives – recouping over 100 percent of project costs within three months.

Adamant about not denying care, PHPNI met and exceeded plan savings goals by using the system to help them divert care, reduce the need for care, eliminate inappropriate care and access more effective facilities and pricing. This strategy alone generated over \$510k in savings in just five months.

In six months, the plan's overall care management initiative had generated \$1.2 million in plan savings with improved patient outcomes. Member satisfaction with the program is high and the team's clinical nurses are working hand-in-hand with providers who trust in the program after experiencing enhanced patient results.

With comprehensive CAE functionality that encompasses utilization, case and disease management – and the support of fellow CAE User Group members and us – PHPNI has created an efficient, streamlined care management operation that is exceeding cost and quality expectations.

### ABOUT TRIZETTO® HEALTHCARE PRODUCTS

We help healthcare organizations enhance revenue growth, drive administrative efficiency, improve cost and quality of care and improve the member and patient experience. Our extensive line of solutions and services harness the power of digital to optimize your business.

Visit us at [www.cognizant.com/trizetto](http://www.cognizant.com/trizetto) for more information.

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