

# Case Study: Stem Cell Transplant Swift Payment and Cost Reduction

## HM's Strategy

HM Insurance Group (HM) works with TPAs to incorporate and implement cost savings opportunities on high-dollar claims using strong communication practices and working to execute necessary actions in the timeliest manner possible. HM also researches discount vendors, vets them through a testing period and performance tracking and works to build strong, long-standing relationships with those selected.

## Our Approach

- Maintain open communication with our TPA partners
- Process claims promptly and accurately
- Create vendor awareness by communicating discounting opportunities to TPAs
- Periodically remind TPAs of available vendors that they can work with to help with cost-saving measures on certain procedures
- Work with vendors to negotiate savings on high-dollar procedures
- Select vendors based on specialty programs, historical data, fees and a demonstrated history of results

## Client Scenario

A 61-year-old female required a stem cell transplant due to chronic myeloproliferative disease. After the claimant was admitted to a hospital, she developed complication due to acute respiratory failure. Charges for this procedure were \$2,037,979. The TPA was able to leverage a savings opportunity via a prompt pay/transplant negotiation.

The HM claims team worked to expedite the claims process and helped to obtain \$933,990 in savings for the group. Without strong relationships with the TPA and the broker, this discount on billed charges may not have been achieved.

The senior Stop Loss claims analyst was notified by the TPA of the urgent nature of the case. The analyst worked with the TPA to complete the claims process and notify management as to the need to expedite this large reimbursement. The analyst's commitment to working to achieve the best outcome possible for the client produced a win-win for all parties.

## Results Achieved

The vendor was able to secure a discount of \$933,990 from billed charges, achieving overall savings on this case of 45 percent.

Charge	Initial Cost	Vendor Discount	Final Cost
Stem Cell Transplant + Treatment for Complications	\$2,037,979	\$933,990	\$1,103,989
<b>Total Savings</b>		<b>45%</b>	

## Delivering Cost-Saving Solutions

Our HMConnects™ program provides specialty services and solutions that help to protect our clients from the financial losses associated with catastrophic medical expenses. To achieve this, we bring together resources designed to complement existing bill reviews and controls without taking over the management of a clinical case or disrupting the timely adjudication of a claim.

Catastrophic claims management often requires multi-disciplined methodology. Using a clinically based approach to financial management, we can implement HMConnects™ services to assist in a wide array of situations. Our HMConnects™ program supports the specific needs of each client – before and after a claim is presented for payment.

### Core HMConnects™ program offerings include:

- Negotiation for single cases or out-of-area claims
- Independent bill reviews for financial payment accuracy, medical necessity and treatment protocols
- High-cost case review, including clinical necessity assessment
- Review of specialty pharmacy dosing and supplies (evaluation of number of units, cost of units, etc.)
- Introduction and evaluation of transplant networks
- Services addressing fraud, waste and abuse

For more information about HM's cost containment efforts, contact your HM sales representative or visit [hmig.com](http://hmig.com)



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MTG-3244 (12/19)

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