



DETERMINING RESPONSIBILITY

COMMUNITAS NEW TREATMENT PLAN CASE STUDY

Active-duty Military Patient Provides Cost-Saving Paperwork following OnSIGHT Health Consultation

Situation

A 39-year-old female’s medical history included hyperlipidemia, hypokalemia, anemia, vitamin D deficiency, hyperparathyroidism and recurrent peritonitis. She was diagnosed with end-stage renal disease as a result of reflux nephropathy that she developed while she was in the military. She was on peritoneal dialysis for over a year and developed peritonitis multiple times during that timeframe. She was on the transplant list and was said to have an approved donor; however, they were active-duty military and scheduling had to be around donor’s availability. She was hospitalized for recurrent peritonitis. It was determined that her peritoneal dialysis catheter would be removed and she would be placed on hemodialysis. While on case management services, she also had a hysterectomy, developed sepsis, was diagnosed with breast cancer, and had a bilateral mastectomy.

The telephonic case management vendor attempted patient contact six times via phone or letter to try to engage her in the case management process without success.

Solution

The OnSIGHT Health RN Case Manager was made aware of an inpatient admission and traveled to the hospital to visit with the patient and her husband regarding multiple issues; a need for evidence of creditable coverage to remove pre-existing notations; discussion regarding patient’s desire to utilize a local transplant center; discussion related to transplant contracts,

and discussion related to the need for active participation from the patient with members of the transplant team.

During this meeting, it was determined that the military was potentially responsible for hemodialysis payments, since the injury to her kidneys occurred on active duty. The OnSIGHT Health RN Case Manager requested the patient’s service-connected paperwork. The case manager also reminded the patient of the need to send copies of any previous insurance coverage, so claims could be adjusted and paid accordingly.

SAVINGS	DESCRIPTION
\$332,904/year	<ul style="list-style-type: none"> 156 Hemodialysis treatments (\$2,134 each) 3 treatments/week

Results

After the face-to-face meeting, the patient became actively engaged with the OnSIGHT Health RN Case Manager. The patient provided her 100% service-connected paperwork and the creditable coverage letter. The case manager was able to have claims adjusted accordingly and was able to get the military to agree to pay for the outpatient hemodialysis - a significant savings for the employer group. The patient and employer were thrilled with this outcome. Although the patient continued to have a complicated treatment course, she remained engaged with the OnSIGHT Health RN Case Manager.