

# TRIA HEALTH PARTNERS WITH HIGHER EDUCATION EMPLOYER TO CONTROL HEALTH CARE COST

## THE CLIENT CHALLENGE

A higher education employer with 600 employees was struggling to control health care cost associated with members with chronic conditions. They had no solution or resources in place, but knew they had to address the growing issue due to the increase in cost. The goal was to partner with a condition management organization who could provide quantifiable results, including participation, financial and improvement in clinical outcomes.

## TRIA HEALTH'S SOLUTION

Tria Health was founded on the belief that pharmacists play a vital role in the care management of high-risk patients that drive the majority of health care spend. As part of their care team, Tria's pharmacists work one on one with patients and their physician(s) to improve the patient's health.

**Tria Health was selected for several reasons, including:**

- Pharmacists are the most logical resource to engage complex, high-risk members since medications treat chronic conditions.
- Tria provides a patient-centric approach to ensure all conditions are controlled properly rather than a disease-specific model.
- Tria's solution includes measurable outcomes and a 1:1 financial guarantee to reduce the employer's financial risk.
- Collaboration to create a customized incentive and communication strategy to maximize engagement.

Tria Health continually delivered detailed reporting with quantifiable results on medical & pharmacy savings, as well as improving clinical outcomes.

### THE ENGAGED PATIENT PROFILE: IT'S A LOT TO MANAGE

**PRESCRIPTION MEDS:** 5.8

**OVER-THE-COUNTER:** 2.1

**CONDITIONS:** 5.3

**TARGET CONDITIONS:** 2.1

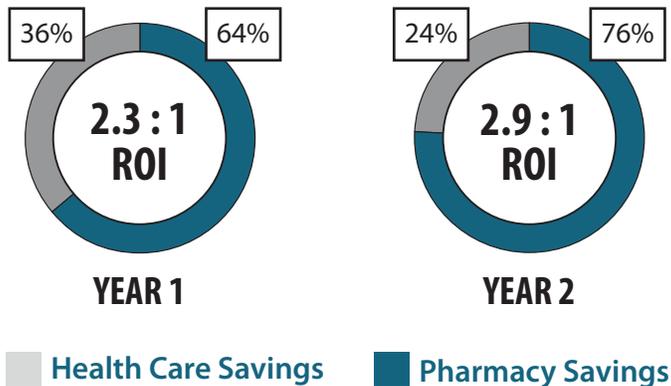
**DRUG THERAPY PROBLEMS:** 1.0

## ENGAGEMENT STRATEGY

Tria Health created a customized communication & engagement strategy based on the organization's communication preferences. To help drive engagement, the group decided to tie Tria into their overall wellness strategy and incentives. Through collaboration with Tria, members were made aware of their new benefit through open enrollment meetings, on-site visits by Tria Health, management communications and signage. Additionally, high-risk members, who were identified through claims data, received direct contact by Tria Health through outbound letters, telephone calls, and emails.

## REPORTING PROVIDED INSIGHTS TO DRIVE ACTION

To ensure engagement continued to increase over time, Tria Health reviewed engagement numbers by location and discussed the communication strategy with the client on a quarterly basis. A comprehensive financial and clinic outcomes report was provided at the end of each year.



### 2 YEAR AVERAGE ADHERENCE INCREASE

|                     |     |
|---------------------|-----|
| Diabetes            | 25% |
| Heart Disease       | 27% |
| High Blood Pressure | 27% |
| Cholesterol         | 22% |
| Respiratory         | 14% |

## PATIENT SUCCESS STORY



**Patient Issue:** The patient had been taking hormone replacement therapy, Climara patches, since a hysterectomy 7 years earlier. The patient did not complain of any menopausal symptoms.

**Recommendation:** Since long-term hormone replacement therapy carries risk for cancer and cardiovascular disease, Tria Health recommended a trial off Climara. Upon follow up, the patient was off Climara and not having any symptoms.

**Impact/Benefit:** Adverse drug reaction avoided  
• Annual Plan Savings for Climara patches: \$2,480.76

Interested in a Free Savings Analysis? Contact Tria Health Today!  
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