

Provider-Sponsored Health Plan Improves Population Health and Medical Spend with Kaia Health

Problem

A prominent provider-sponsored health plan aimed to tackle the increasing issue of musculoskeletal (MSK) conditions among its population. MSK had a significant impact on healthcare expenses, accounting for 10-20% of annual medical claims costs.

The health plan was looking for a highly-accessible digital program that would:

- ✓ Improve health outcomes among the population
- ✓ Reduce unnecessary healthcare services
- ✓ Contain growing MSK costs

It was also critical that the solution did not exist in a silo. Since the insurance plan was operated and managed directly by a healthcare provider, the solution needed to integrate seamlessly with the provider's existing services, and coordinate care with the provider's network of clinicians and care facilities.

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Kaia member

I started pain management not being able to walk up and down the stairs without supporting myself with the rail, and only taking one step at a time. **I now am able to run up, without using the railing at all, and each foot on its own step.**

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Solution

After careful consideration, the health plan selected Kaia Health as its preferred MSK solution, based on its ability to:

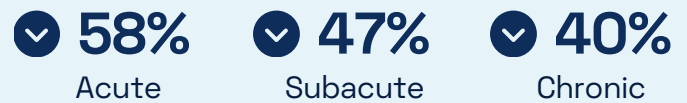
- ✓ Increase access to care
- ✓ Produce strong clinical outcomes
- ✓ Align with the health plan's existing care delivery workflows

In 2021, the Kaia digital MSK program was launched to 66,000 commercial lives, followed by subsequent rollouts to additional populations within the health plan. Care coordination workflows were also configured between Kaia Health and the health plan's provider network to enable white glove bi-directional referrals with in-person physical therapists.



Outcomes

Pain reduction



+33%

Improvement in
sleep quality



+54%

Improvement in
confidence



-80%

Reduction in
surgery intent



-60%

Reduction in likelihood
to use PT

Members who participated in the Kaia digital MSK program saw notable health improvements, including a substantial reduction in pain across all pain stages, improvements in sleep quality, and overall confidence. Participants also reported a drastic reduction in the likelihood to utilize healthcare services like surgery or physical therapy. These results highlight the positive impact of Kaia on the overall physical and mental health of members, as well as the potential to decrease unnecessary medical spend.

To discover how Kaia Health can partner with you, visit us at kaiahealth.com

