# GetWell Loop's Guide to ROI

Patient engagement solutions that impact your bottom line

## getwell | Loop

### Elevate patient engagement and experience and grow market share

Reach more patients, deliver higher quality interactions, and increase patient referrals, competitive, and market share growth.

**ASSUMPTIONS FOR ROI MODEL**

- GetWell Loop results in a one star increase in rating, which yields an 11% increase in possible new patients. One out of ten of those new patients will result in a new episode

- Average revenue of GetWell Loop current customer is $18,900 per new episode

**EXPONENTIALLY GROW MARKET SHARE**

With GetWell Loop, providers can reach more patients through friends and family, increase their online reviews, and retain more patients because of positive experiences.
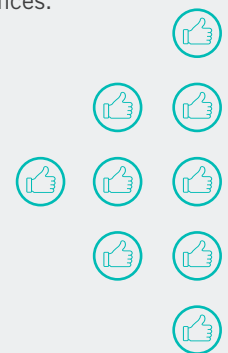


**THE EVIDENCE**

Physicians using GetWell Loop see improvements in CAHPS scores[2], and on average a one star increase in physician star rating.

**92% of patients**
Extremely Likely to Recommend their provider

★★★★☆
**64% of patients**
click through to share a positive online review about their provider

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## Improve financial performance under bundles

GetWell Loop improves patient adherence to avoid post-acute expense. Our early warning system for patients that do exhibit signs and symptoms of failure, steers them to the lowest cost site of care.

### ASSUMPTIONS FOR ROI MODEL

- Cost savings applicable across all surgical episodes
- Assumes savings of $500* per episode

    *$500 is a conservative estimate across all episode types

### THE EVIDENCE

Anthem, Inc. & GetWell Loop completed a multi-center control trial[1] to study the effect of GetWell Loop on 90-day post acute costs following total joint replacement.

**54% reduction** in complications

**45% reduction** in readmissions

Avg. savings associated with using GetWell Loop
**= $656* per episode**

## Increase reimbursement and maximize revenue potential

Increase revenue under fee for service by billing for virtual check-ins and remote patient monitoring (RPM).

### ASSUMPTIONS FOR ROI MODEL

- Virtual check-ins along with time spent setting up and continual use
- Remote patient monitoring and documenting via Loop
- Evaluation of images or videos

**$**  **FINANCIAL IMPACT**
**$100-$150 reimbursement/patient**

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[1] Effectiveness of an Automated Digital Remote Guidance and Telemonitoring Platform on Costs, Readmissions, and Complications After Hip and Knee Arthroplasties

[2] Web-Based Education Prior to Outpatient Orthopaedic Surgery Enhances Early Patient Satisfaction Scores

**As of January 1, 2019** the below codes will take effect allowing providers to expand their reimbursement potential for use of virtual check-ins and RPM.

- $90 for set up and continual use plus $9 per virtual check-in to evaluate whether an in-person visit is warranted (CPT Codes 99453, 99454 & HCPCS code G2012)

- $22-$59 per patient per month providing RPM services and documenting via Loop (CPT Code 99457 for clinical staff and 99091 for Qualified Health Care Provider)

- $7 for the evaluation of images or videos submitted by the patient to evaluate whether in-person visit is warranted (HCPCS code G2010)

# Helping care teams succeed through the power of patients.

Contact us to get started: info@getwellnetwork.com | 240.482.3200

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