PRIMA 2020 WEBINAR

Leveraging Telehealth to Redefine Intake and Proactively Manage Care

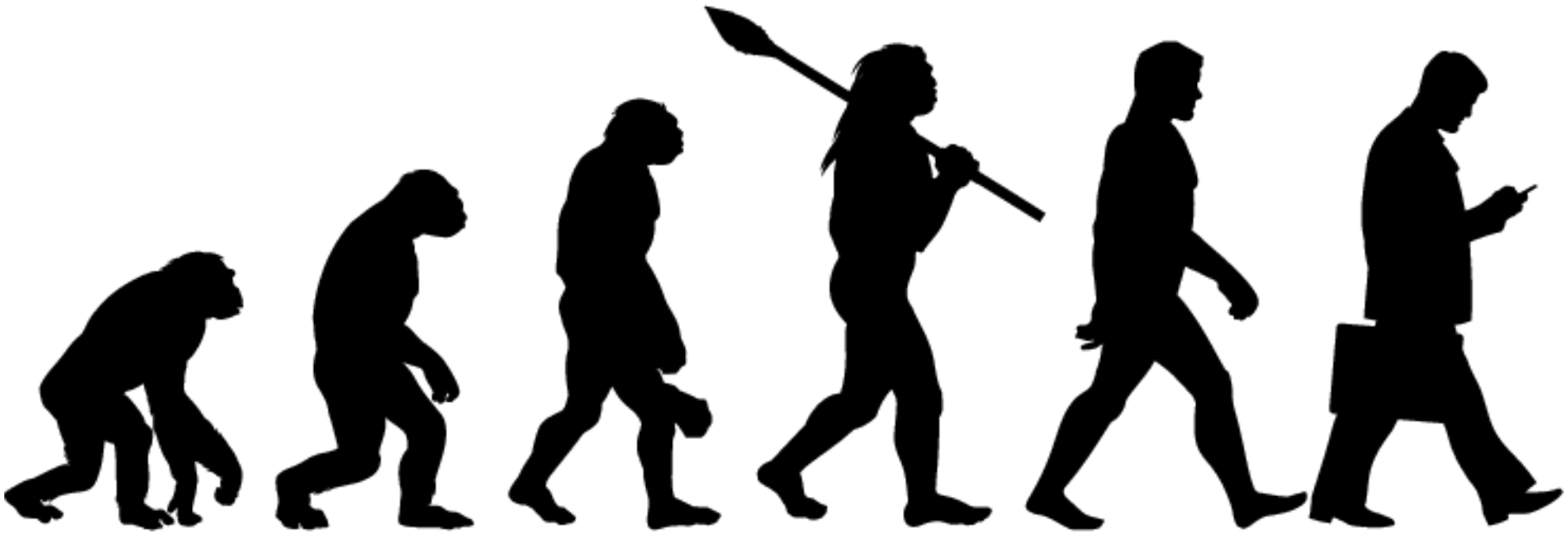


David Lupinsky, Vice President,
Medical Review Services, CorVel



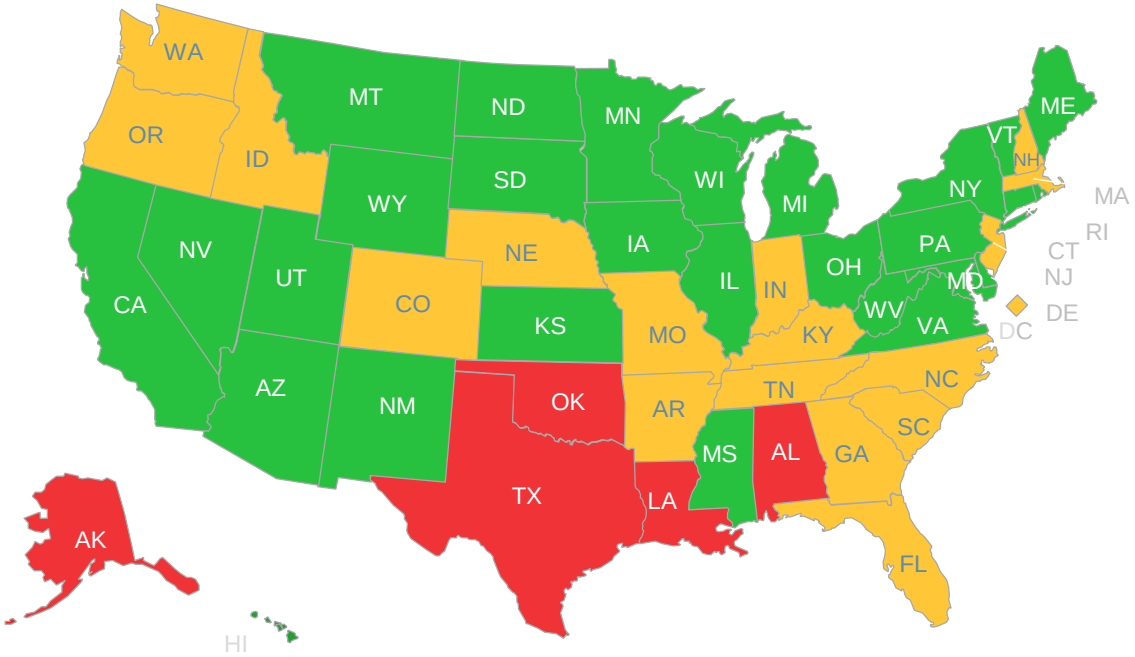
Sarah Gregory, EHS Risk Manager,
State of Tennessee

PRIMA 2020 WEBINAR



American Well Analysis

Video Telehealth Permissibility - 2013



CLEARED

Consultation and prescribing can occur with the exception of Controlled Substances*

* some states have rules barring legend drugs. None of these drugs will be allowed on the system

CONSULT ONLY:

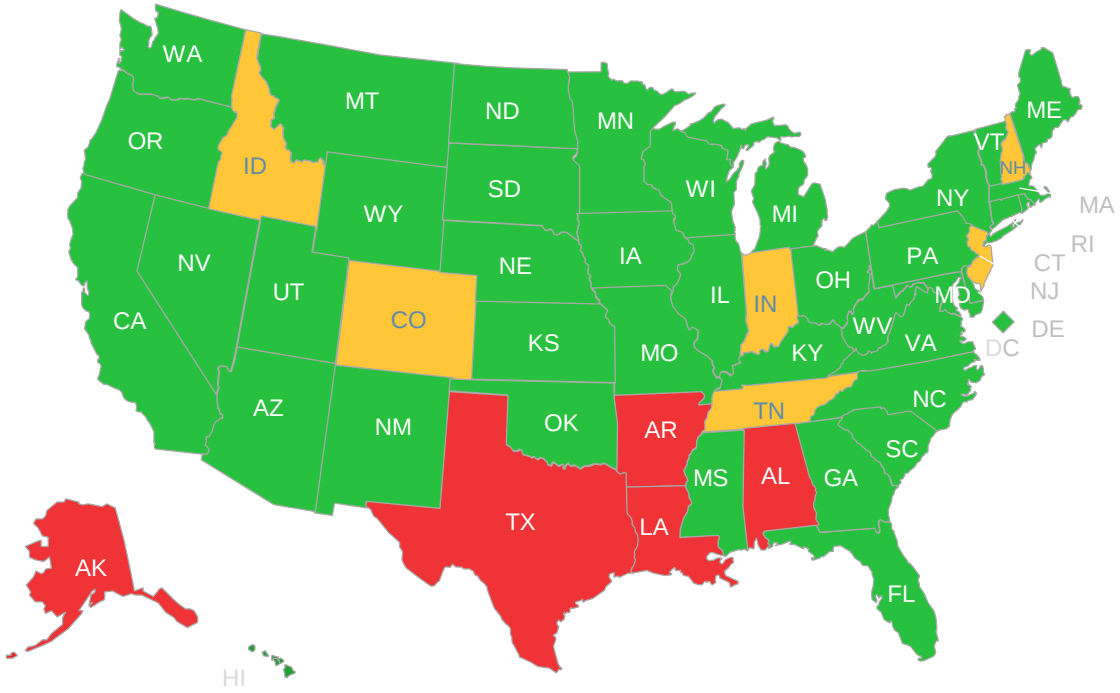
Prescribing can not occur in the absence of prior in-person relationship

NO CONSULTATION

Consultation can not occur in the absence of a prior in-person relationship

American Well Analysis

Video Telehealth Permissibility - 2014



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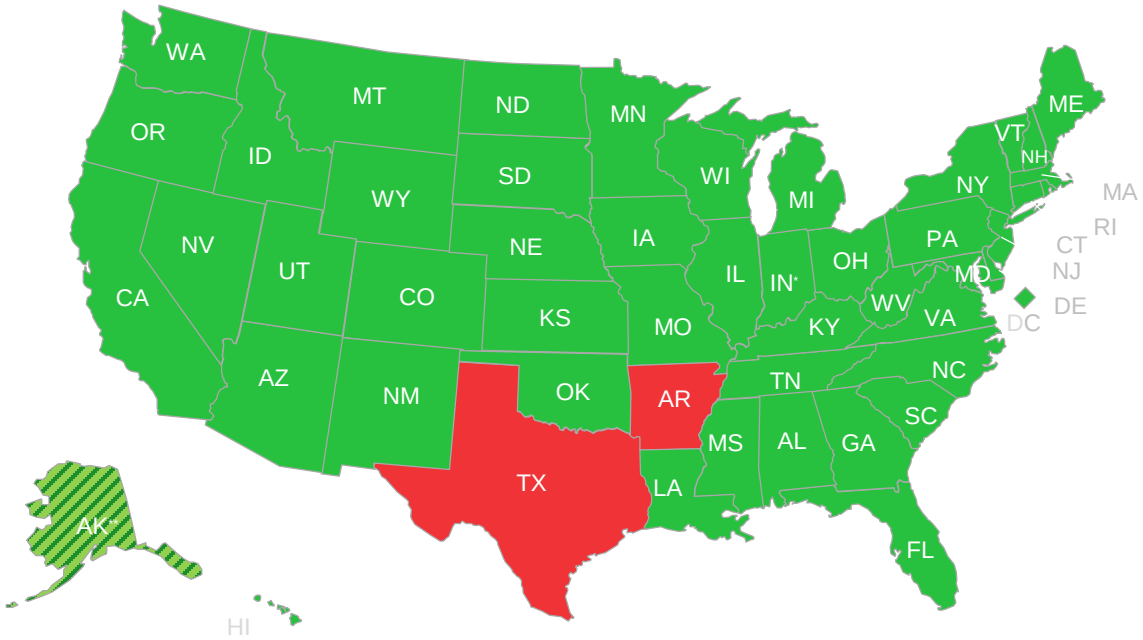
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American Well Analysis

Video Telehealth Permissibility - 2016



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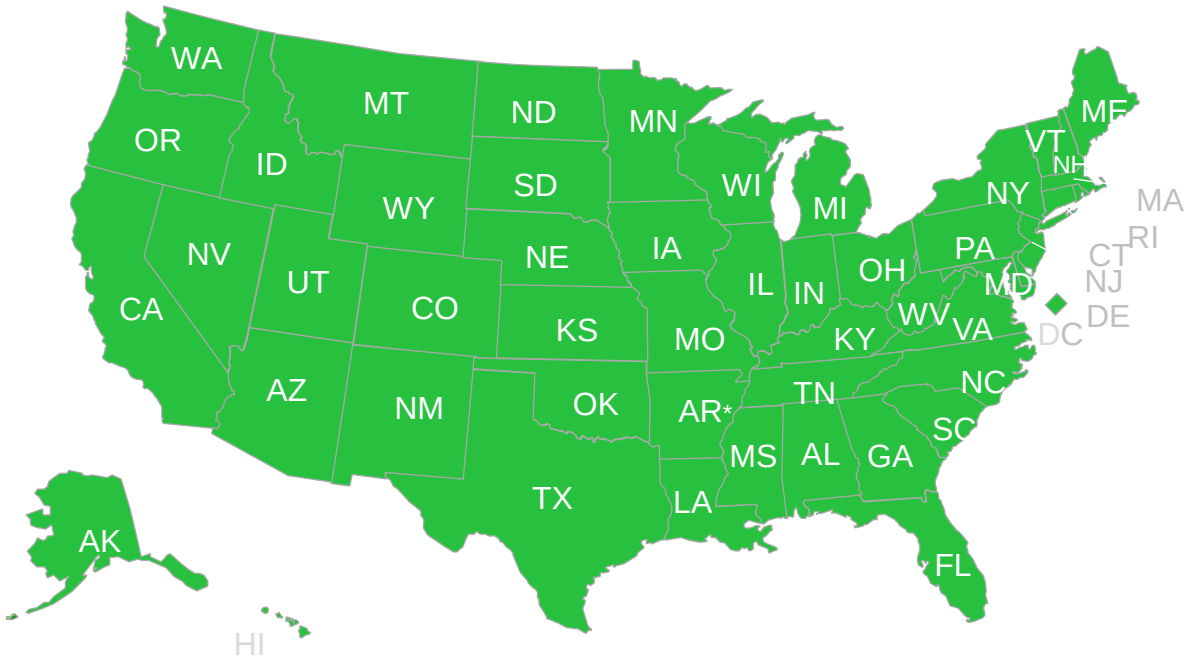
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American Well Analysis

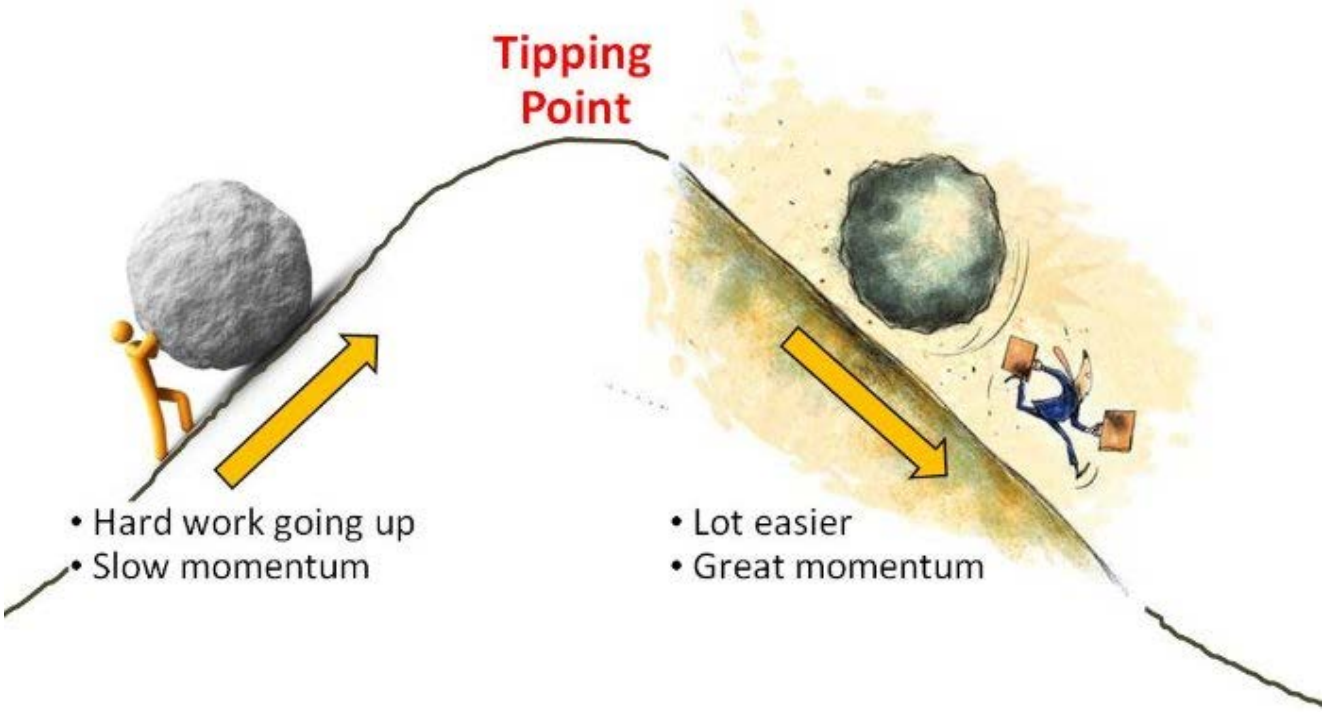
Video Telehealth Permissibility - Today



CLEARED

Consultation and prescribing can occur with the exception of Controlled Substances

Have We Reached A Tipping Point?



Pre-COVID

Call Disposition	Case Count	%
First Aid/Self Care	1169	58.4%
Of the cases that were referred for treatment		
Telemedicine	330	39.6%
Urgent Care/Occ Health	420	50.4
ER	82	10%

Post-COVID

Call Disposition	Case Count	%
First Aid/ Self Care	672	59.73
Of the cases that were referred for treatment		
Telemedicine	239	52.7%
Urgent Care/Occ Health	170	37.5%
ER	44	9.7%

	Brick and Mortar	Virtual
Location	Average Travel Time: 20 minutes	Job Site
Wait Time	2 hours	10 Minutes
Time Away	4 hours	30 Minutes
Narcotics Prescribed	5%	0%
Medications Prescribed	45%	30%
PT	43%	18%
X-rays	65%	10%
DME	67%	12%
Patient Satisfaction	3.65	4.8

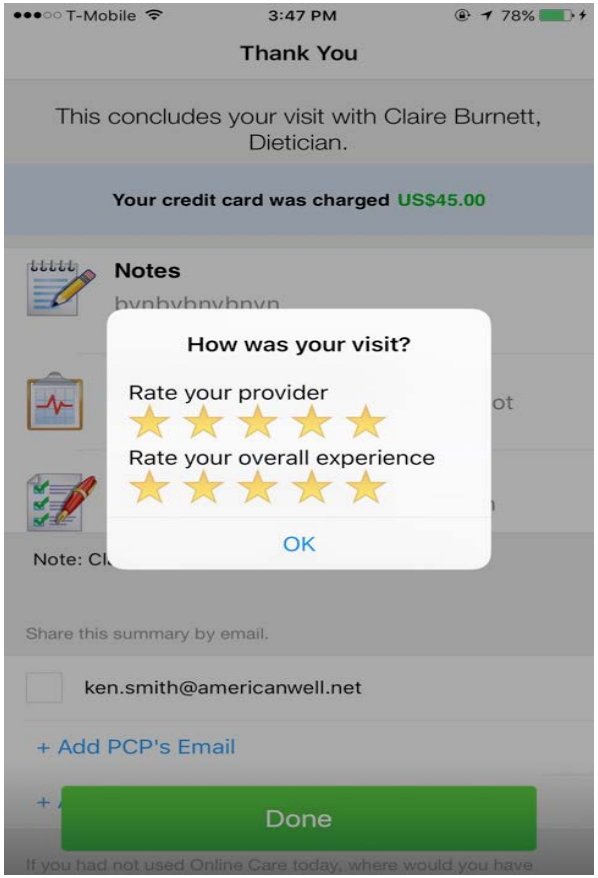
43% Reduction in Medical Expenses

Quality Assurance

Patient Satisfaction

Median Score is 4.8

All scores <3 are reviewed in QA

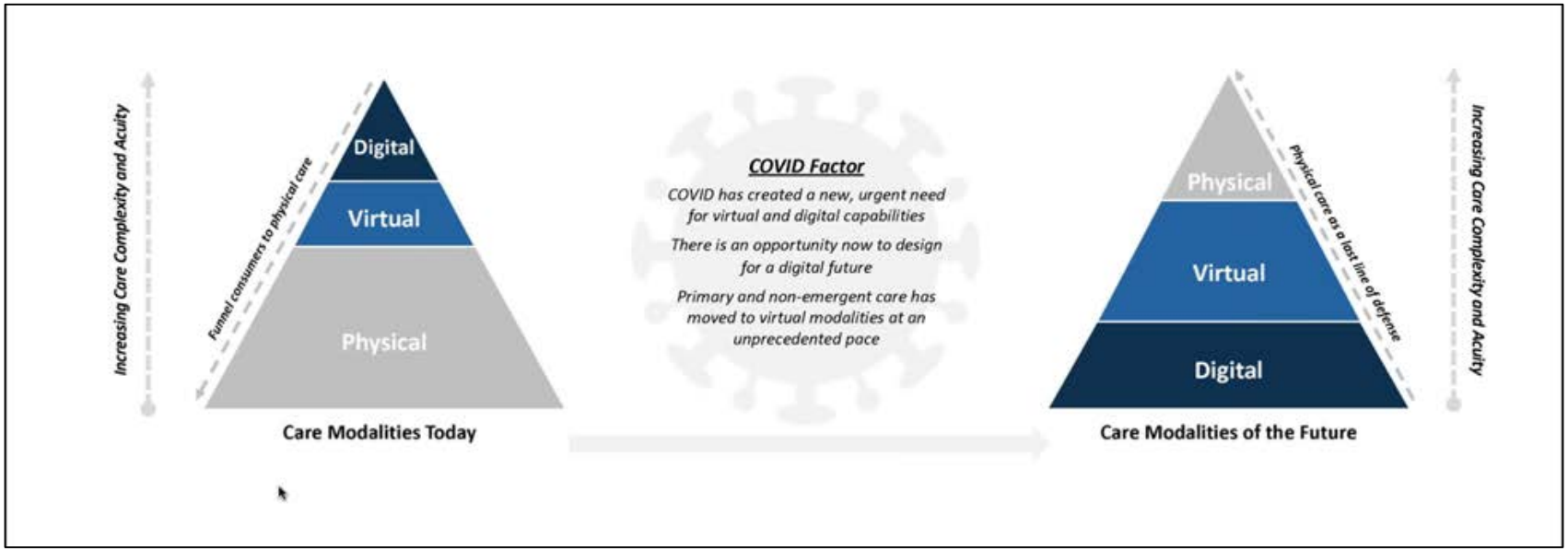


Case Study

- Total of 3 telehealth visits
  - Care included: NSAIDS, Knee support and modified duty
- Patient progressed from sedentary to light duty to full duty release with no impairment
- Average speed of answer:
  - Spoke to nurse in under 10 seconds
  - 1st visit wait time: 2 minutes 12 seconds
  - 2nd visit wait time: 3 minutes 10 seconds
  - 3rd visit wait time: 3 minutes 7 seconds

Total wait time for full episode of care was under 10 minutes and no travel was needed.

Shifting The Paradigm



Apple Heart Study

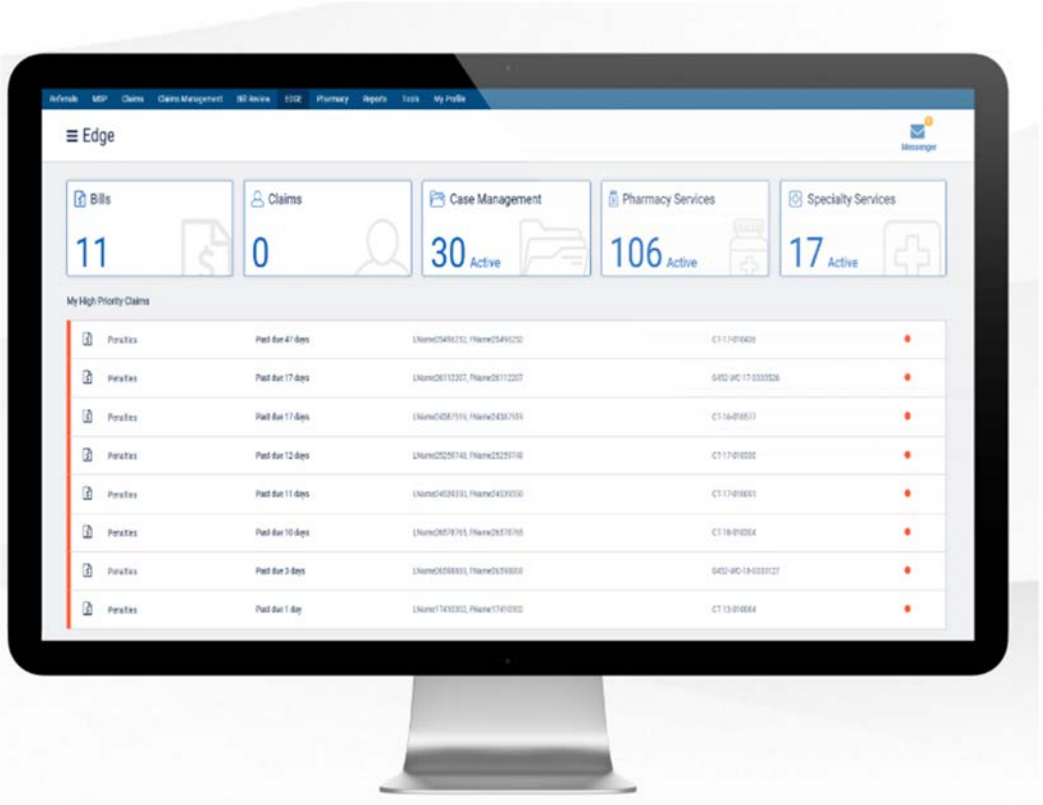
A Transition To Healthcare



Transition to Healthcare

The Edge

Through the use of artificial intelligence CorVel can intervene at key inflection points and change the trajectory of a case to improve outcomes.



Case Study

- Patient identified for chronic opioids and diagnosis of CRPS
- Current attending agreed to allow us to act as secondary provider on this case
  - All notes are now admissible
- Patient and PTP agreed to Tele-CBT to augment care and to transition from opioids
- The patient has now shown she is motivated to change and process her thoughts feelings and her behavior as they relate to her pain and we has begun to wean her opioid medication

Summary

- Telehealth is here to stay!
- 43% reduction in medical expenses
- With a fully integrated program you can leverage analytics to push out Telehealth to further mitigate risk