

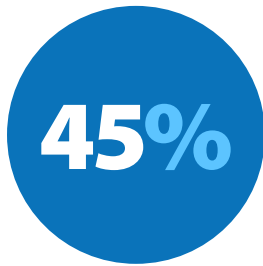
How TrueLifeCare Improves Health and Dramatically Reduces Medical Costs for Employees with Diabetes



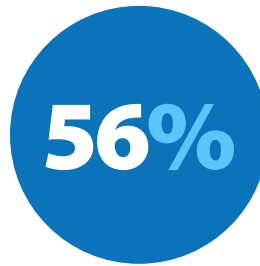
SUMMARY OF RESULTS



High rates of employee participation in the TrueLifeCare program



Reduction of ER visits among participants within 2 years



Reduction of hospital days among all plan members within 3 years



Inpatient savings by year 3

BACKGROUND ON DIABETES

Diabetes is a serious condition in which elevated and constantly varying blood sugar levels damage the body and can cause serious health complications.

- Annual employer health plan members with diabetes average almost **4 times greater cost** than members with no diabetes.¹
- Employees with diabetes average **3 more days absenteeism**² and over **12 lost days of productivity**² each year.



THE COST OF DIABETES

Managing diabetes is complex, and though tools exist for controlling the disease, many people lack the individual support needed to stay on track.

- Studies by the Health Care Cost Institute, Centers for Disease Control and Kaiser show that people under age 65 with diabetes have **up to 4 times more hospital admissions and costs** than people without diabetes.
- People with diabetes have **double the rates of Emergency visits³** compared to people without diabetes.
- A striking **1 out of 3 Emergency visits results in a hospital admission⁴** compared to just 1 out of 11 visits for people without diabetes.⁴

HOW WE IMPROVE HEALTH & REDUCE COSTS

TrueLifeCare gives people with diabetes the individual help and support they need to regain and maintain control of their health and life. **Every participant receives:**

- Tools to self-monitor glucose, blood pressure, physical activity, and more.
- One-on-one coaching and encouragement from a Registered Nurse certified in Evidence-Based Health Coaching.
- Educational materials on dozens of diabetes-specific issues.
- Individualized support, such as meal planning and recipes, smoking cessation, physical activity, and answers to crucial questions about diabetes.
- Optional Eocene secure health cloud, allowing members to store and track their health trends, which they can share with their family or physician.

The following case study demonstrates how plan members with diabetes have achieved better health, higher productivity, and lower healthcare costs by steadily improving their daily self-management behaviors and decisions.

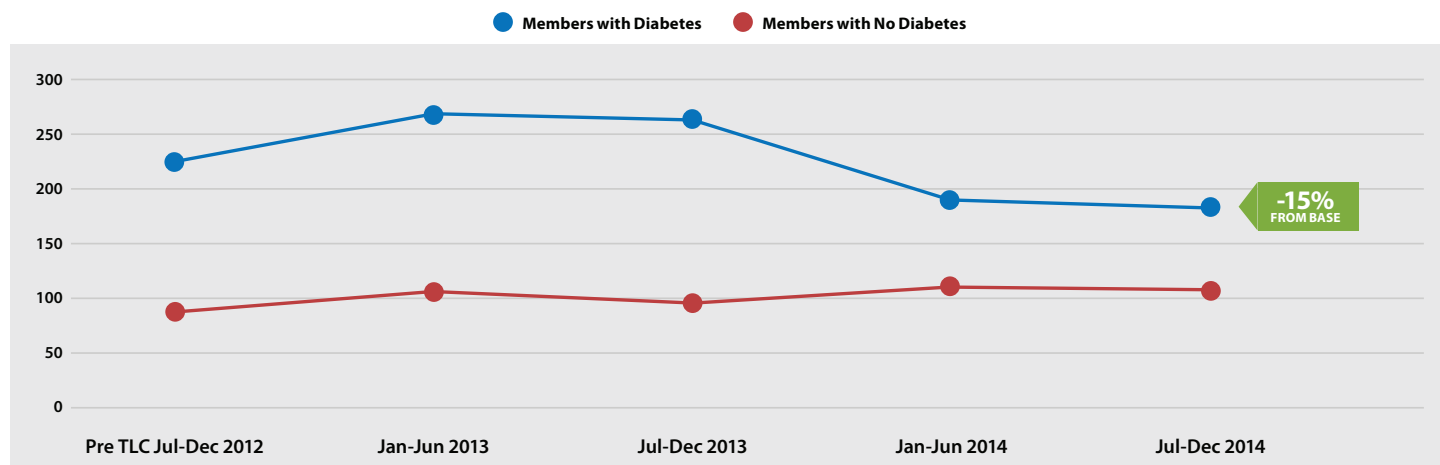


THE CASE STUDY

The TrueLifeCare program was launched in December 2012 with a cohort of 265 health plan members with diagnosed diabetes. This study tracked medical claims data from the initial launch through December 2015.

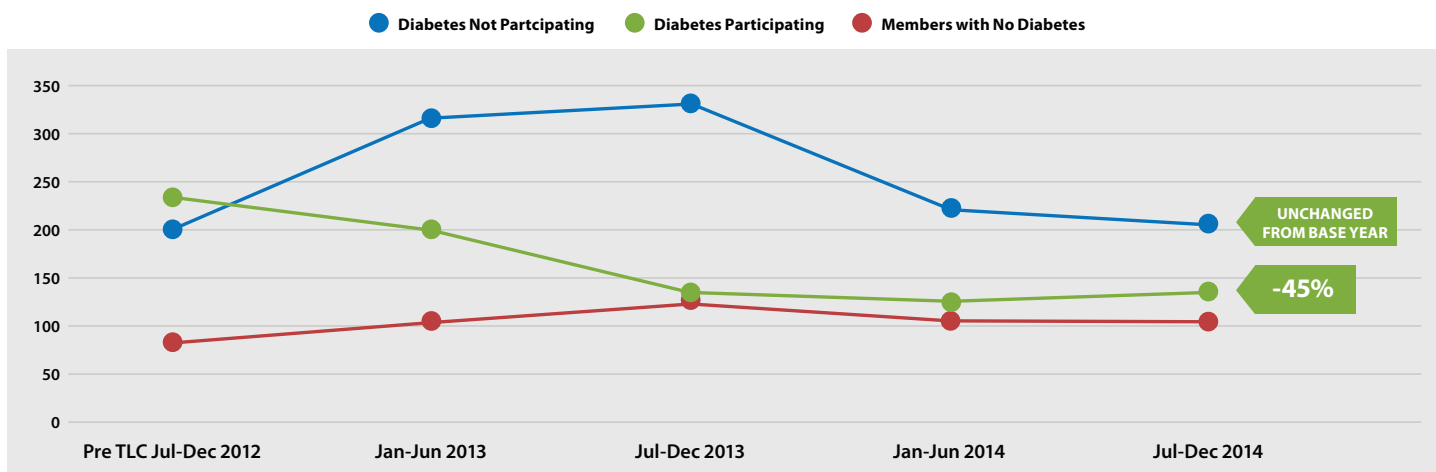
The chart below shows the higher rate of Emergency visits for people with diabetes versus those without diabetes. The TLC program is voluntary, and as more people joined over time, the rate of Emergency visits decreased during the second year of the TLC program.

Six-Month Incidence of Emergency Visits per Thousand Members

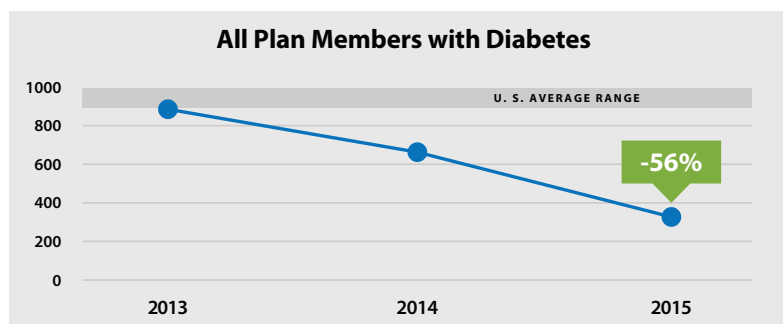


The next chart shows the sharp rapid decrease of Emergency visits among people participating in the TrueLifeCare program. In just one year, the rate among participants decreased by a **remarkable 45%** - and this was *sustained* through the second year - reaching nearly the same level as people without diabetes.

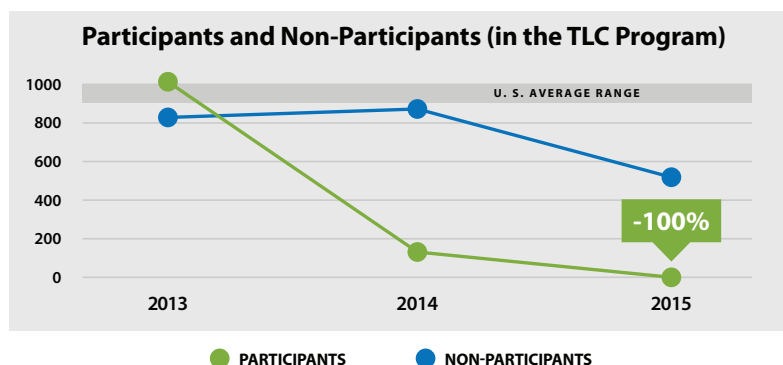
Six Month Incidence of Emergency Visits per Thousand Members



Annual Days in Hospital per 1,000 Members



The reduction in Emergency visits also led to a substantial decline in hospital days. The chart on the left shows the significant decrease among all plan members in the second and third years.



This substantial improvement among TLC participants "bent the curve" and lowered total hospital days for the entire population, saving significant money for employee households and for the company's health plan.

More than \$750,000 of inpatient costs⁵ have been avoided during Years 2 and 3.
These favorable outcomes were the result of:

- High participation (35 – 40%)
- Sustained participation (79% of original cohort still active @ 36 months)
- 93% of participants report being satisfied with the TLC program
- 86% of participants would recommend TLC to their co-workers
- Individual successes with Certified RN Coach-supported diabetes self-management



ABOUT TRUELIFECARE

The evidenced-based TrueLifeCare program was created to make a meaningful positive impact in the lives of people with diabetes. Not only does the program help plan members improve their health. It also directly results in a healthier bottom line for the employer and employee alike.

Our proven results come from a carefully balanced combination of self-monitoring tools, one-to-one support, education, incentives, and sustained high participation and satisfaction among participants.

The TrueLifeCare program is generally cost-neutral for the company to install, so our clients have nothing to risk and everything to gain. TrueLifeCare brings a new day for both employers and people with diabetes.

TO LEARN MORE ABOUT TRUELIFECARE, VISIT US ONLINE, EMAIL, OR GIVE US A CALL:

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SOURCES

1. Health Care Cost Institute, 2014 Diabetes Health Care Cost and Utilization Report (employer-sponsored insurance)
2. American Diabetes Association, Economic Costs of Diabetes in the U.S. in 2012
3. Centers for Disease Control
4. Agency for Healthcare Research and Quality, Health Care Utilization Project H-CUPnet 2013 database
5. Based on days avoided by participants at average inclusive daily cost of \$5,220 per the International Federation of Health Plans' 2015 Comparative Price Report