MEMBER CASE STUDY

Vital Data Technology's data science models and CareFlow Rules™ have accurately identified thousands of high-risk and high-cost health plan members, enabling earlier and more meaningful outreach and intervention.

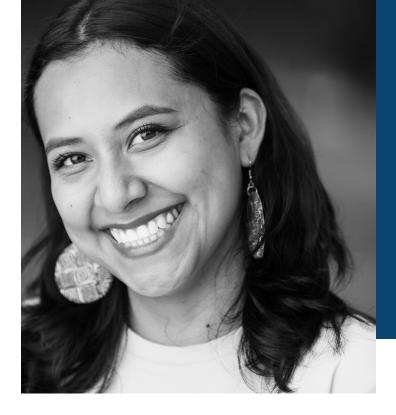## clinical profile

NINA T. - 38

- High-risk female with depression and anxiety not well controlled.
- Native Italian speaker - English is second language.
- Isolated and homebound due to COVID-19

Relative Importance of Predictors of SUD Diagnosis Incorporated into Predictive Modeling and CareFlow Rule Automation

- Gender
- BSI: Mental Disorders
- Rx: CNS Agents
- Rx: Mme Consumed in Past Year
- ER Cost/Visits
- Rx: Hormone & Synth Substitutes
- Dx: Medical Examination
- Age

> Because of the CareFlow Rule™ Referral, I was able to reach out to Nina at exactly the right time, That same day we spoke, I was able to get her in touch with a practice that had an Italian-speaking doctor of staff.

Carolyn H.
Health Plan Case Manager

CHALLENGE

This national Blues plan member was identified by our predictive CareFlow Rule™ automation as being high-risk for substance use disorder (SUD). When she came into our Blues client's Behavioral Health Organization Case Management for follow-up, she was not currently on the plan's radar and no previous contact had been initiated.

SOLUTION

CareFlow Rule™ referrals include real-time data on a particular member from multiple sources, including recent medical diagnoses, recent ER visits, prescriptions and prescription interactions, SDoH data, as well as other third-party information. Taken together, case managers can use this information to determine who is high risk, and initiate interventions to keep these members healthy and engaged with their plan benefits.

RESULT

The predictive model idetified the member as one at risk for SUD and the CareFlow Rule™ referral prompted outreach to a member that the case manager wouldn't normally have been in contact with.

During outreach, the member stated she had been unsuccessful in finding a therapist who speaks her native language – Italian – and had basically given up on getting help. The Case manager was able to find a therapist in her local area who speaks fluent Italian same day of outreach.