

Heartbeat of Healthcare

26 August 2024



Why Quality?

The importance of Quality Improvement in healthcare is imperative and aids in improving the health of the overall employee population, reduces the cost of care, and elevates the patient experience and job satisfaction. American Health Group Inc. provides a systematic and on-going process to objectively measure, monitor, and evaluate the quality and appropriateness of patient care, services received, resolve problems, and pursue opportunities to improve clinical and non-clinical care, and overall organizational performance.



A message from our CEO:

We have recently completed our 2nd quarter review for 2024 and the changes from 2023 for all AHG services and programs. Thanks in large part to staff, we have continued to achieve the highest level of outcomes for our clients and members.

I am amazed by the effort and achievement which our people put out for the people we serve. While AHG is only a component of the total services which make up client insurance elements, AHG staff coordinates and combines expectations of claims payment, provider selection and pharmacy outcomes to achieve the best possible result for each member.

Thank you for your commitment in making AHG the best independent managed care firm for our clients.

Ray Jennings, CEO



Our Mission

To be a leader in the development and management of high-quality medical management services and to achieve the highest quality health care for our members while assuring the effective use of each health care dollar.

2023 Performance Highlights

Precertification

- Precertification On-Hold Time
Avg - 3 mins 27 sec
- Medical Review Time (Non-Urgent) Avg - 1.7 days to complete
- Medical Review Time (Urgent)
Avg - .7 days to complete
- Denial Rate - 4.5 % of cases

Utilization Review

- Unscheduled Acute Readmission rate (within 30 days of prior admission) 4.8%
- Avg LOS Skilled Nursing Facility
19.1 days
- Avg LOS Inpatient Rehab Facility
12 days
- Avg LOS LTACH (Long term Acute Care Hospital)
13.2 days
- Inpatient Admissions/1000 employees
26.3 admits
- Inpatient Days/1000
129.41 days
- Avg Length of Stay
5.1 days

AHG strives to provide an efficient, timely, and accurate precertification and UR process using medical criteria review guidelines. Customers can reach us 24/7 and will always reach a live representative during business hours. They can also connect with us online at www.myahg.com

Case Management

- Patient Engagement - 54%
- Cost/Benefit Analysis \$7.68
- Avg LOS 145.05 days
- Avg Hours/patient discharge 7.4 hrs
- Patient Satisfaction
 - How would you rate your overall satisfaction with the case management program?
97.2% Outstanding/Excellent
 - Was it easy to access your case manager and did your case manager return your calls promptly?
97.2 % Outstanding/Excellent

Here's what our patients are saying.

- "Support when I needed it the most." - Susan S.
- "I think you do *all* very well. Thank You." - John. H
- "She was so wonderful I was lucky to get her." - Christopher Z.

Infusion Drug Review

- Site Transition - 9.6% of infusion cases were transitioned to a lower cost facility.
- Resulting in an 85% savings per dose
- Steering patients from a hospital to home/AIC and shifting providers from buy/bill to the PBM produced an annual cost savings of **\$1,253,128.24 !**

Our unwavering commitment to CM engagement has created remarkable clinical quality, cost savings, and member experience results.

Patient Advocacy

Patient advocates serve as invaluable resources to patients and their families through explaining healthcare related policies and procedures, facilitating strong relationships between patients and caregivers, and helping people make the best decisions for their health, healing, and overall quality of life. They are available to assist members, families and caregivers in navigating their way through the health care system. This is done by educating members which in turn will allow them to make informed medical choices, receive the best care possible, work effectively with providers, and understand their health benefit options. The overriding goal is to provide members with the tools to become accountable healthcare consumers. which translates into happier and highly satisfied employees with better work-life balance, decreased absenteeism, reduced turnover, greater productivity, and outstanding member satisfaction.

- PPO Steering – 10% of all requests for OON facilities and 2.7 % of OON providers, were redirected to an in-network location.
- 9.5% engagement rate
- Member Satisfaction – Those members who engaged in the Patient Advocacy program in 2023 rated us 100% in outstanding/excellent categories for overall experience and access to their PA.



AHG is excited to provide our clients and consultants with more information and education regarding the benefits of Patient Advocacy. Your members' satisfaction is our highest priority and we will continue to seek new methods of service and engagement.

Contact us 800-847-7605

