





Delivering
healthy outcomesSM

Progeny
HEALTH[®]

Partner with the only national company dedicated exclusively to NICU utilization management and case management

A low-volume, high-cost challenge that requires a specialized approach

	Typical health plan 	Progeny HEALTH 
Case complexity	High	High
Case volume	Low	High
Clinical & claims expertise / data	Low	High
Cost of care	High ↑	Lower ↓

ProgenyHealth’s integrated, clinical best practices approach supports providers, improves infant outcomes, and produces consistent cost savings ROI.

Approximately 12% of all births nationwide become NICU cases, yet these account for nearly half of the costs of all infant hospitalizations.¹

Most health plans simply don’t have sufficient case volume to dedicate the resources required to impact total NICU cost-of-care while also maintaining strong network provider relationships. Employers have a similar problem and are impacted heavily by these catastrophic claims.

ProgenyHealth is a proven solution for this problem

Pediatrician Dr. Ellen Stang founded the company to improve health outcomes for premature and medically complex newborns. Today, ProgenyHealth is a leader in NICU clinical best practices and care coordination.

Our team of neonatologists, pediatric nurses, and social workers uniquely supports newborns and their families during the crucial first months of life.

- 60,000+ NICU managed cases to-date. More than most health plans see in 10 years.
- 6,000+ provider contacts in 1,400+ facilities throughout the US, including every major children’s hospital
- National, regional, and state Medicaid managed care and commercial plan partnerships
- Success in all payment environments
- Consistent cost savings ROI of 3:1 or better

We focus on the many complex variables that make NICU cases so challenging:

- ✓ Reducing above average lengths-of-stay, hospital readmissions, and unnecessary ER visits
- ✓ Managing appropriate levels-of-care
- ✓ Ensuring payment integrity
- ✓ Securing the social determinants of health

¹ Cost of Hospitalization for Preterm and Low Birth Weight Infants in the United States—American Academy of Pediatrics “<http://pediatrics.aappublications.org/content/120/1>” July 2007, VOLUME 120 / ISSUE 1

The FAQ of outsourced NICU UM/CM

We know you have many questions, especially if you're considering outsourcing UM/CM for the first time. Here's how we partner with payers from day one of our relationship to address the most common concerns.

What is the business case for outsourcing NICU UM and CM?

The decision to outsource is ultimately about proving success through quantifiable cost savings. Our first conversations will focus on the unique challenges of your NICU population so that we can start to uncover opportunities for improvement.

It's a team effort led by your salesperson, informed by our clinical and data analytics professionals, designed to provide you with valuable insights well before we sign a contract. That's how we like to start every relationship.

How do we onboard, with minimal impact on your internal resources?

The moment you decide to partner with us, we begin a detailed process that coordinates all deliverables, synching-up our team and technology with yours. The goal: ensuring that all required tasks are identified, managed, documented, and implemented efficiently to meet URAC and NCQA standards.

How do we maximize member value and cost savings ROI?

That's the job of our Client Success Team. They align the ProgenyHealth program for your specific needs and goals, help ensure milestones are met, and collaborate with your team to optimize ongoing performance. Our only focus is on your members and the KPIs that you've told us matter the most.

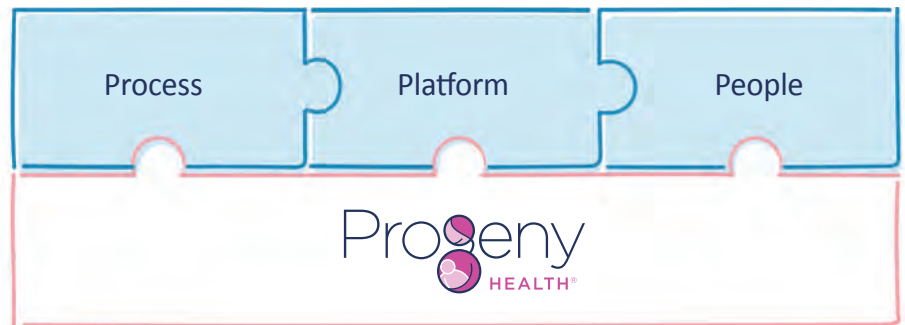
Improve infant outcomes and realize quantifiable NICU case savings

- ✓ **Any population:** Medicaid, commercial, employee groups
- ✓ **Any payment environment:** Per-diem, APR-DRG, and all variations
- ✓ **Any payer:** state Medicaid, managed care plans, self-funded employers
- ✓ **Any partner:** benefits consultants, TPAs, healthcare innovators

ProgenyHealth has the solution for any NICU population challenge.

Multiple, integrated services. One singular focus: helping all those impacted by premature and medically complex newborn cases.

Infants, families, providers, payers, employers. Our comprehensive UM/CM program and payment integrity solution is purpose-built to serve them all. It's a fully integrated process, technology platform, and team of people that enables our partners to reduce NICU case costs without compromising care.



Integrated NICU Utilization and Case Management



The ProgenyHealth team of neonatologists and pediatric nurses goes into action early in a covered infant's NICU stay. By working closely with the onsite caregivers, we help to forge clinical relationships that provide the opportunities to evaluate the quality and efficiency of the care being delivered while minimizing provider abrasion.

Our CM team, which includes social workers, coordinates closely with UM and connects with the family while the baby is still in the NICU. We then keep the communication going with them via phone and text, throughout the first crucial months of life to support, educate, and empower moms and caregivers as active participants in care delivery. While we have found that at least twelve months of case management services deliver the most value to clients and patients, our CM program duration and interaction levels can be tailored to meet the needs of your plan.

We stay vigilant and available 24/7, 365 days-a-year, to answer questions, provide education and appointment reminders, and connect members with locally available community resources. We are the family's lifeline for support at a time when your members need it most. It's timely intervention that helps identify and resolve issues that can impact infant health outcomes and case costs.

Baby Trax® empowers
every step toward
healthier outcomes



Baby Trax is ProgenyHealth's proprietary platform that our team developed specifically to meet the needs of medically complex infant care. Our technology creates a digital footprint of the patient's journey in our program, producing a single case record and information source easily accessible to our team and yours.

Plus, our Baby Trax mobile app is available for moms and caregivers to learn about and track their infants' developmental milestones, view recommended articles and videos, monitor sleep, feedings, and more. They can even use the app to securely communicate with their ProgenyHealth case manager. It's a fun and convenient way we keep your members engaged in our program.

Payment Integrity Solutions



Put your NICU billing and payment accuracy concerns to bed with our Claims Review and Integrity of Billing Service (CRIBS). With auto-adjudication of claims, the claim amount paid is often not known until after payment has been made to the hospital. Most claims processing systems lack the logic required to review and reject claims that don't match the length-of-stay and levels-of-care authorized by the medical management staff or vendor.

Our service enables post-adjudication, pre-payment verification of coded charges and levels based on our clinical authorizations and expected claim outcome. And it completes the process proactively, within your crucial TAT targets, helping to improve these NICU cost drivers:

- ✓ **Length-of-Stay**—by verifying number of days billed vs. authorized
- ✓ **Level-of-Care**—by assuring the billed charges match the clinical levels-of-care authorized
- ✓ **Diagnostic Severity**—APR-DRG, with over 100 targeted codes that we can review and document to help eliminate up-coding

Avoid back-end audits and the pay-and-chase game that ultimately increases administrative costs and hurts provider relationships. ProgenyHealth can help ensure NICU claims submitted are consistent with the services authorized.

“With passion and a singular focus, we improve the health outcomes of premature and medically complex newborns through provider collaboration and parental engagement.”

Dr. Ellen Stang, Founder, President & CEO

Contact us now to learn how we can reduce claims costs for your NICU population.
sales@progenyhealth.com | (610) 832-2001





How health plans improve quality outcomes and realize cost savings ROI of 3:1 or more in the care of NICU populations

These are no longer opposing objectives. Both are happening today when health plans partner with the NICU specialists.

ProgenyHealth is the only national company dedicated exclusively to NICU utilization management (UM) and case management (CM). Serving this challenging population is our sole focus and has been since day one. We work with Medicaid managed care and commercial health plans across the country to maximize outcomes and reduce risks in the care of premature and medically complex newborns. We've been doing so for well over a decade, delivering quantifiable, consistent cost savings ROI of 3:1 or better to our health plan partners, in any payment environment.

Our data-driven, clinical best practices approach uniquely supports infants and their families during the first crucial months of life.

Why a hands-on, high-touch NICU UM/CM program actually lowers claim costs

We've talked to health plans across the country who say they don't have the resources to manage NICU cases efficiently. Many take a hands-off approach where UM usually authorizes most of what is presented. And, CM often doesn't start until after discharge, is limited in scope, and only for the most complex cases.

ProgenyHealth addresses the inefficiencies in the NICU care formula by proactively engaging providers and families early and often, in hospitals and at home. Because our clinical staff is solely dedicated to NICU cases, our focused evaluation of the care being provided helps to optimize outcomes.

How we deliver consistent cost savings ROI and improve infant outcomes

By deliberately integrating our process, platform, and people for one purpose. By aligning all we do to benefit those we serve—with our highest priority always on your most vulnerable new plan members.

Our integrated approach delivers consistent results

For NICU infants, hospital discharge is only the beginning—a transition to care provided by a variety of outpatient providers and specialists. The ProgenyHealth CM team is fully focused on helping your members through this stressful, confusing time. Our seasoned CM nurses engage moms and caregivers of NICU babies at home, helping them learn how to properly utilize healthcare and social/economic resources to address both the clinical and environmental determinants of health.

Our health plan partners have realized as much as a 50% reduction in readmissions within their NICU populations. We manage this costly metric by keeping in close contact with the mom and family via phone, email, even secure text. Our nurses encourage regular pediatric visits, breastfeeding, RSV prevention, and other wellness practices to help ensure proper care is delivered in the right environment.

What health plan leaders have to say about us

“Our medical management team worked closely with the experts at ProgenyHealth to deploy this integrated and very effective program. Their singular focus on NICU babies and their families was crucial to the program’s success, and especially vital in building a collaborative relationship with our providers. We’re very pleased with the outcomes of this initiative and the role it plays in our ongoing efforts to help members most at risk of developing serious chronic conditions.”

Dr. Michael Genord, Chief Medical Officer of Health Alliance Plan

“The value and benefit of ProgenyHealth to our members’ health and satisfaction alone is worth the cost.”

Health Plan CEO

“ProgenyHealth has helped to reduce our ALOS, reduce outlier days, and keep our readmission rates low. Testimonials from our members are full of praise.”

Health Plan CMO



Contact us to learn how we can deliver these results for your health plan.
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