

Digitizing Patient Care Logistics to Overcome Persistent Business Challenges



Like many in healthcare, Medicare Advantage plans are being asked to do more with less.

As [payers seeking solutions to address the social determinants of health](#) are on the rise, so too is the directive to control costs.

As the industry begins to recover from the COVID pandemic, many payers may be hesitant to implement change. However, the pandemic changed consumer expectations as well. There has never been a better time to adopt digital health solutions that deliver more value to members while also solving today's most pressing business challenges.

Enter a digitized patient care logistics solution.

According to the [American Hospital Association \(AHA\)](#), 3.6 million people in the U.S. do not obtain medical care due to transportation issues.

Learn how leveraging technology and implementing a patient care logistics solution can aid Medicare Advantage plans in meeting these four business demands.

Challenge 1: Improve Health Outcomes

Reliable non-emergency medical transport (NEMT) will help Medicare Advantage plan members:

- Miss fewer routine medical care and wellness visits
- Fill medications promptly
- Control diabetes and other chronic conditions

The improved member experience that results in better health outcomes will also translate to increased member satisfaction. It's a win-win for plans and members.

Research has found:



16% fewer primary care visits and 18% decline in visits for medication refills as a result of prior authorization for transportation requirements ([Source](#))



65% of patients felt transportation assistance would improve medication use after hospital discharge ([Source](#))

Challenge 2: Lower Costs

Standardizing patient transportation enables Medicare Advantage plans to:

- Identify the most profitable NEMT providers in markets with high-volume
- Schedule standing orders with confidence
- Reduce members' reliance on ambulances, ED visits, and hospital admittance

What's impacting your plan's bottom line?

\$374-\$639: average cost range for an ambulance ride ([Source](#))

\$12,600: average cost per hospital stay for individuals ages 65-84 ([Source](#))

\$8.3B: yearly estimated costs spent on ED visits that could have been provided in another ([Source](#))

Challenge 3: Reduce Waste, Fraud, and Abuse

A single interface for coordinating NEMT and other patient care logistics gives Medicare Advantage plans the ability to:

- Run real-time reports to increase visibility and transparency into their network of NEMT brokers
- Compare pricing between NEMT providers in the same market
- Recognize overages, duplicate charges, and other suspect invoices submitted for reimbursement

Challenge 4: Increase Operational Efficiencies

Eliminate the fax and the manual approach to today's transportation execution with patient care logistics software allowing Medicare Advantage plans to:

- Manage the number of trips covered and know when specific members reach their limit
- [Reduce the time care teams spend](#) scheduling transportation
- Limit time and resources spent faxing approvals and reimbursement paperwork

Meeting the Challenge with a Patient Care Logistics Solution

The right patient care logistics solution brings together scheduling and on-the-ground execution to address transportation barriers.

From NEMT and ride-sharing for routine medical appointments or dialysis to delivery of medications or DME, transportation is critical to managing the health of Medicare Advantage plan members.

Learn how [VectorCare Hub](#) can make patient care logistics easy for Medicare Advantage plans.