

Musculoskeletal Solution from AIM Specialty Health®

# Case study

Orthopedic surgeries and interventional pain management: How Anthem Blue Cross and Blue Shield improved program performance with the Musculoskeletal Solution from AIM Specialty Health.

Anthem is a leading health benefits company that serves more than 41 million members across 14 states within its family of health plans. In 2017, faced with escalating costs and growing provider concerns, leadership recognized the need to replace its legacy musculoskeletal management vendor. They sought a new partner to implement a highly-automated clinical solution that reduced costs, improved care, and better supported Anthem's provider networks.

## The challenge

Demographics and health trends such as obesity and an aging population were driving an increase in musculoskeletal interventions within Anthem's markets. A legacy benefits management vendor was in place, but under-delivering. Providers were concerned with the review process, the program was limited in scope, and leadership encountered regular communication issues.

## The solution

Anthem wanted to ensure its members received quality care tailored to their specific clinical needs and delivered in high-value settings. Also paramount was the need to manage the transition to a new solution in a way that avoided disruption to providers. The AIM Musculoskeletal Solution checked off all these requirements – and offered the additional benefit of support for member engagement and value-based reimbursement initiatives.



A focus on clinical excellence, automation, and an improved provider experience delivered immediate value

↓ 7%

reduction in cost compared to previous vendor

\$28M+

savings in first full year since implementation



Overall  
provider  
satisfaction

2 years  
post-launch

90%

“AIM is very easy and supportive and it makes prior approvals easier to do now. Thank you AIM and supporting staff!”

-Ohio provider

“I use several authorization websites on a daily basis and AIM is by far the easiest and most user friendly. The response time is excellent and I have never had any issues with nurse reviewers or peer-to-peers. More than happy to use AIM daily!”

-Indiana provider

“For most health plans, musculoskeletal disorders represent one of the top three most costly disease categories to manage. Because no single factor drives this trend, the best solution has to be comprehensive—with proven, clinical evidence equally advancing care quality and affordability,” explains Richard Valdesuso, MD, Senior Medical Director of the Musculoskeletal Solution for AIM. “The foundation of our solution is our evidence-based clinical guidelines, which we update regularly to encompass changes to the literature related to the advances in musculoskeletal care. Our guidelines, specialty-matched peer reviewers, proven approach to provider engagement, and dedicated clinical leadership team all distinguish our solution.”

In addition to a trusted solution, Anthem also needed a trusted partner—a team that would skillfully manage replacing its old program and then stay on board to successfully help expand the new approach. The AIM Musculoskeletal Solution proved to be an ideal fit.

“We have found that the AIM Musculoskeletal Solution complements our efforts to support services that are medically necessary and performed in the right care setting,” states Omar Latif, MD, Vice President of Health Care Management for Anthem. “For providers, the solution also offers a streamlined experience with the AIM **ProviderPortal**<sup>SM</sup>, while improving adherence to evidence-based guidelines with a data-driven approach—an improvement over traditional programs that are less automated.”

### The result

The AIM Musculoskeletal Solution quickly proved effective at meeting Anthem’s goals. Within the first year, total costs were reduced by 7% – amounting to over \$28 million in savings for the plan and its members. The program continues to produce results, generating savings up to \$3.00 PMPM annually.

Because every AIM solution emphasizes provider education, easy to use tools, and ongoing clinical support, Anthem achieved a resounding 90% provider satisfaction rating. “We met face-to-face with Anthem provider groups, conducted educational sessions, and helped providers seamlessly bring our solutions into their practices,” Dr. Valdesuso recalls. “This sort of high-level provider engagement is essential for successful solution acceptance and expansion.”

Today the solution covers over 11 million members nationally, and has been implemented across Anthem’s commercial, Medicare Advantage, and Medicaid markets.

Learn more at  
[aimspecialtyhealth.com/musculoskeletal](https://aimspecialtyhealth.com/musculoskeletal)

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