

TPA Integrates Medical Concierge Solution to Contain Costs & Enhance Health Care Transparency

Cypress Benefit Administrators announces its collaboration with Hostcare Resources in offering self-funded health plans an innovative medical concierge/travel solution. The program is having an impact on cost containment and transparency efforts as it coordinates surgical procedures throughout the U.S. that are resulting in upfront pricing and substantial savings.

(Appleton, WI) – As another way to focus on its long-term goal of helping employer-clients achieve health plan savings and transparency, Cypress Benefit Administrators has partnered with Hostcare Resources. This collaboration is already proving successful in containing costs and communicating them upfront through an innovative medical concierge/travel program.

The program works by coordinating care that goes beyond local facilities for plan members who require surgery and are able to travel. With it, the best options by procedure are researched and identified with specialists at Centers of Excellence throughout the United States.

A few examples of the kinds of savings Hostcare is realizing for its clients include:

- Shoulder arthroscopy: \$16,783 vs. \$50,132 with PPO plan
- Total knee replacement: \$30,266 vs. \$71,358 with PPO plan
- Spine fusion: \$52,007 vs. \$183,500 with PPO plan

“For many of today’s consumers, the search for surgical care doesn’t even extend beyond their nearby communities,” said Tom Doney, president and CEO of Cypress. “Instead of settling for the closest facility to receive care, we’re introducing plan members to options at Centers of Excellence in the U.S. that can be much more cost-effective and have higher ratings for quality.”

In addition to containing surgical care costs, the partnership between Cypress and Hostcare Resources results in an upfront cost estimate by procedure, with expenses broken down so both the health plan and member know what to expect in terms of billing. Plus, along with this added transparency, procedure costs are bundled for better value and members receive assistance in

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planning travel arrangements customized to their unique situation. Every case is also analyzed for ROI, and a fee for the medical concierge service is only charged if the plan member proceeds with the chosen option.

Other benefits plan members receive include a free second opinion for care, referrals based on high-quality care vs. network loyalty, waiver of deductible/OOP, coverage of travel costs and, in many cases, savings incentives.

“We’ve heard from members who are surprised that they can save so much and still have their procedure performed at a Center of Excellence,” Doney shared. “With this medical concierge program collaboration, there is no sacrifice in quality or value.”

About Cypress Benefit Administrators

A privately held company headquartered in Appleton, Wis., Cypress Benefit Administrators has been pioneering the way toward cost containment in self-funded health benefits since 2000. The third party administrator (TPA) is the country’s first to bring claims administration, consumer driven health plans and proven cost control measures together into one package for companies ranging from 50 employees to thousands of employees. It serves employer-clients across the U.S. with additional locations in Portland, Ore., Omaha, Neb. and Denver, Col. For more information on Cypress and its customized employee benefits, visit www.cypressbenefit.com.

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