

Proven Results



Executive Summary

Cost comparison study concludes...“statistically significant reduction” in health care costs for eDocAmerica users.

“The Effect of Participation in eDocAmericaSM on Health Care Costs”

A Study Conducted by HISTECON Associates, Inc., December 2006



“eDocAmerica is part of a strategy by our health plan that encourages employees to get involved in managing their health care needs. We are pleased to see that our investment in this program is helping us hold down our overall health plan costs.”

Graham L. Gillis Ed.D
Associate Vice President
Employee Benefits and Risk Management Services
University of Arkansas System Office

Executive Summary

The eDocAmerica Cost Comparison Study is an independent statistical study produced by HISTECON Associates, Inc. a regional firm based in Little Rock, Arkansas. In compliance with the HIPAA Privacy Regulations, the study of the U of A claims data was accomplished with de-identified data only. At no time was personally identifiable health information accessed. eDocAmerica is the nation's largest third-party provider of physician-consumer online communication. The research project was initiated to test the assumption that utilization of eDocAmerica's services would lead to lower doctor and hospital costs and generally lower the health care costs of participating corporate clients.

Although guidelines for physician-consumer e-mail have been published in recent years, there has been limited research to date measuring the impact on costs by online-communication between the physician and consumer. In recognizing the need for better outcomes documentation on the relationship between online usage and health care costs, eDocAmerica contracted with HISTECON Associates, Inc. to develop baseline data and perform analysis on that data. With the cooperation of client University of Arkansas System (UA) and QualChoice of Arkansas, the third party administrator of the UA self-funded health plan, HISTECON analyzed the client's historical claims data covering the two-year time period of January 1, 2004 to December 31, 2005. The claims data represented approximately 1.45 million paid claims for medical care and prescription drugs for more than 18,000 employees and dependents during this time period.

The study analyzed and answered three primary research questions: First, is there a discernable difference in the paid claims records of those using eDocAmerica's online services and those who don't; Second, what is the dollar and percentage savings experienced; Third, what level of participation would allow the online plan to pay for itself. The study concluded that there was a statistically significant reduction in health care costs to the client when the eDocAmerica system was used by consumers. In particular, UA achieved claims savings of \$355,400 that exceeded the cost of the program by more than \$103,300 during the two-year period. Individual users of the eDocAmerica system experienced annual claims that averaged \$89 less than non-users. These savings were achieved with only 16% of eligible employees using the eDocAmerica system, which infers that breakeven occurred when utilization hit 11%.

eDocAmerica has sought to reduce if not eliminate the barrier of access to the most valued form of health care information; the capable, concerned physician. Serving clients in all 50 United States and 26 foreign countries, eDocAmerica has been setting the standard for streamlining health information transfer to concerned clients since September 1999. A copy of "The Effect of Participation in eDocAmerica on Health Care Costs" can be requested by going to www.eDocAmerica.com/report or contacting:

eDocAmerica

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