

# NIMBLE HEALTH

## Overview

**Musculoskeletal Population Health  
Management & Care Navigation Support**



# MUSCULOSKELETAL HEALTH SERVICES

## High Cost & High Growth

Musculoskeletal (MSK) disease is one of the largest & fastest growing components of healthcare spend



**10% - 15%** of medical spend is for MSK care (and growing)

**33% & 17%** increases in hip and knee replacements among Americans ages 35-64 since 2010

**50%** of adults are affected by musculoskeletal conditions

**171% & 189%** hip and knee replacements are projected to grow respectively by 2030

**80%** of members with chronic pain are not receiving recommended non-surgical preventative care

**\$73B** projected increase in national MSK disorder spend from 2014- 2024

## OVERVIEW

# Nimble Health is a patient-first musculoskeletal concierge program

We proactively identify and engage with members very early, offering clinical decision support, valuable digital tools, care navigation and concierge scheduling to high-quality providers, acting as a trusted guide to members along their entire MSK care journey.



## Nimble Health core competencies & services

**Proactive Member Identification & Engagement**

**Member Education/ Decision Support by MSK-Trained Nurse Health Coaches**

**Provider Assessment & Navigation**

**Concierge Scheduling\* (Advanced imaging, PT, Virtual PT, Pain Management, Virtual Expert Opinions & Surgery)**

**Pre/Post Operative Assistance**

**Opioid Awareness & Education**

\*Virtual PT/2nd Opinion vendor can vary based on client preference

# 2023 BOOK OF BUSINESS PERFORMANCE METRICS

Nimble Health has successfully worked with patients to help them access a variety of services and to support their entire MSK journey.

Contact Rate

74%

Engagement Rate

78%

Customer Satisfaction Score

96%

Net Promoter Score (NPS)

+83

Average Speed of Answer (ASA)

7Seconds

Advanced Imaging Redirection Rate

20%

MSK Surgery Avoidance Rate

10%

ROI

2.5-3x

# Nimble Health integrates & partners with various point solutions to offer a seamless end-to-end MSK program

Prior Authorization



Patient Navigation/ General Concierge



Specialty Provider Networks/COEs



Virtual PT/Home Exercise



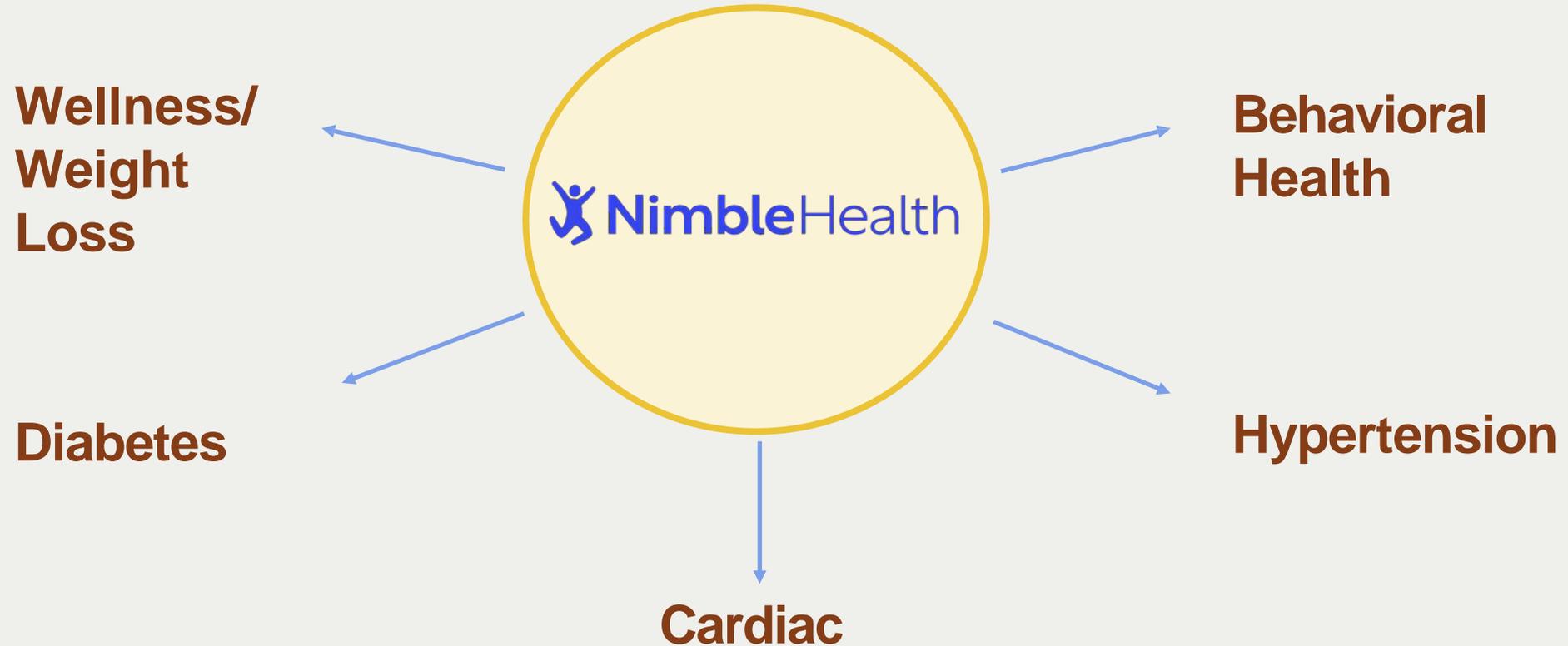
In-Clinic PT/At-Home PT



Virtual 2nd opinion



## Common MSK Comorbidities – Opportunities to Increase Member Participation in Other Chronic Disease Management Programs



Complete

### CLOSING OPTIONS

Client A | Health Plan | (Industry Type) | VSO: Cleveland Clinic | VEP: Include

Other Client Details:

- 1) Accolade
- 2) Virta – Diabetes, Obesity
- 3) Edison COE
- 4) EAP

*(Updated 1.1.2024 Changes are red)*

- Conference with MD
- MD Expert Opinion
- Surgical Consult
- Education
- Physical Therapy
- External Vendor Referral
- Other

Complete

#### External Vendor Referral

External Vendor(s) shown below for AB . Please select an External Vendor to refer the member to and create a new goal record.

Showing 4 of 4 items

Vendor	Phone
<input type="radio"/> Accolade	18885555555
<input type="radio"/> Virta Health	18885555555
<input type="radio"/> Edison	18885555555
<input type="radio"/> EAP	18885555555

Previous Next

If you do not want to select a path from the left side of the screen, use the **Exit** button to close out of this goal.

Exit

## Nimble Health's Simplified Case Rate



### Services Included:

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- ✓ **Member Engagement, Clinical Decision Support and Education Services**
- ✓ **Digital Tools & Educational Materials**
- ✓ **Provider Assessment & Navigation (advanced imaging, physical therapy, pain management, virtual expert opinions & surgery)**
- ✓ **Concierge Scheduling**
- ✓ **Pre & Post-Op Patient Support**
- ✓ **Opioid Awareness & Education with Acute Post-Op Monitoring**

*Case rate covers unlimited MSK interactions and services over a rolling 12-month period*



## Summary

*Nimble Health can engage more members, provide more services, deliver a better experience, and produce stronger financial results*

### Value

- ✓ Major components of the MSK journey wrapped into a single solution
- ✓ Best in class engagement levels
- ✓ Higher adoption of other key chronic care programs
- ✓ Proven track record of market-leading member satisfaction
- ✓ Flexibility to integrate with your existing vendor partners

### Benefits

- ✓ Singular focus on a top 3 medical cost driver
- ✓ Improved program awareness & higher utilization results
- ✓ Strong financial results & ROI
- ✓ Administrative ease
- ✓ A happier, healthier member



For more information on what we  
and how we help members with  
their musculoskeletal health care

[www.Nimble-Health.com](http://www.Nimble-Health.com)

