ATWATER SOLUTIONS PRESENTS:

The ROI of Telehealth Building a Sustainable Business Model



Christian Milaster

Founder, President & CEO Digital Transformation Advisor Ingenium Digital Health Advisors

1

Atwater Solutions

"A new name with experience you can trust"



Atwater Principals and consultants are seasoned professionals each with more than 20 years of industry experience with software vendors, large multi-national consulting firms, as well as small entrepreneurial startups. Our team has, collectively, led or participated in hundreds of system conversions, as well as a wide array of operational performance improvement engagements.

Our Service Offerings 2 6. Interim Staffing **Revenue Cycle Advisory Performance Services** & Leadership **Optimization**

ATWATER SOLUTIONS PRESENTS:

The ROI of Telehealth Building a Sustainable Business Model



Christian Milaster

Founder, President & CEO Digital Transformation Advisor Ingenium Digital Health Advisors

4

About Christian







The ROI of Telehealth

Hallmarks of Sustainable Telehealth

Increasing Revenue through Telehealth

Increasing Savings through Telehealth

The Future of Telehealth Reimbursement

Discussion & Q&A





Hallmarks of Sustainable Telehealth



4 Types of Sustainability

Strategic
SustainabilityFinancial
SustainabilityClinical
SustainabilityCommitment
Sustainability





Strategic Sustainability

Strategic Sustainability

Has the Executive Support

Supports Strategic Objectives

HEALTHCARE STRATEGY FRAMEWORK

Service	Quality
People	Finance
Growth	Community





Financial Sustainability

Financial Sustainability

Positive Return on Investment

Sustainable Business Model





Clinical Sustainability

Clinical Sustainability

Clinical Feasibility & Efficacy

Clinical Value





Commitment Sustainability

Commitment Sustainability

Clinician Buy-In

Patient Buy-In Executive Buy-In

> Staff Buy-In







The ROI of Telehealth

Increasing Revenue Increasing Savings

A Simple ROI Equation

Return on Investment =

Increase in Revenue + Increase in Savings

Technology + People





A Simple ROI Equation RETURN

REVENUE	SAVINGS	
SATISFACTION	OUTCOMES	
TELEHEALTH ROI		
STAFF	AQUISITION	
CONSULTING	LICENSING	
INVESTMENT		





Increasing Revenue

REVENUE

- 1. Fee-for-service reimbursement
- 2. Increase in utilization through increased convenience
- 3. Meeting demand through high capacity
- 4. Geographic Expansion leading to increase in utilization
- 5. Expansion of service offerings (e.g., new specialties)
- 6. Drastic (80%) reduction of no shows (from 20% to 4%)
- 7. Referrals and downstream service utilization
- 8. Eligibility for grant programs
 9. Co-Pay Collection Optimization





Increasing Savings

SAVINGS

1. Readmission prevention: non-reimbursed hospitalization cost and potential penalties 2. Reducing high-cost utilization in ACO/Shared Savings arrangements 3. Skilled Nursing Facility spending & readmissions (MSPB) 4. Load-balancing to increase utilization of existing capacity 5. Value-based care programs 6. Quality-score based incentive programs 7. State-specific potentially avoidable utilization penalties 8. Other penalties or payment reductions 9. etc.

A Simple ROI Equation RETURN

REVENUE	SAVINGS	
SATISFACTION	OUTCOMES	
TELEHEALTH ROI		
STAFF	LICENSING	
CONSULTING	AQUISITION	
INIVESTMENT		





The Past, Present & Future of Telehealth Reimbursement

VALUE BASED CARE Live Audio/Video, telephonic, texting are just another modality to achieve health outcomes SOLUTIONS





Christian Milaster

Founder, President & CEO Digital Transformation Advisor Ingenium Digital Health Advisors



Wrap Up



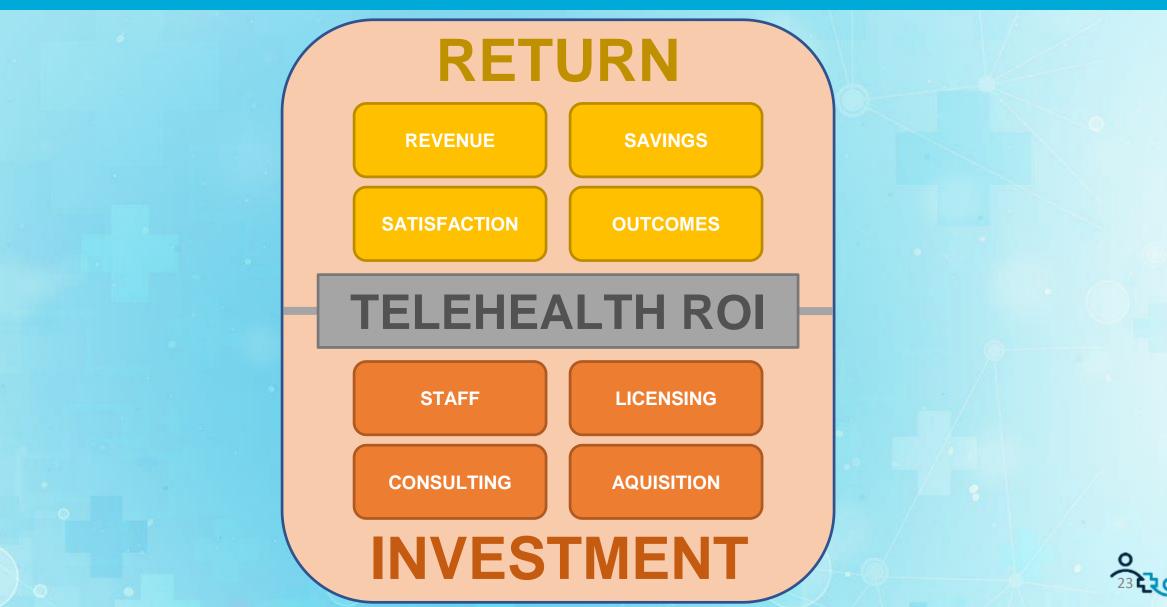
Telehealth.Community

4 Types of Sustainability

Strategic
SustainabilityFinancial
SustainabilityClinical
SustainabilityCommitment
Sustainability



A Simple ROI Equation



Thank you for your Time & Interest!



Tom Nagy

VP of Sales Atwater Solutions

Tom.Nagy@atwatersolutions.com

(610) 906-7995



Christian Milaster

Founder and President & Digital Health Transformation Advisor at Ingenium Healthcare Advisors

Christian.Milaster@IngeniumAdvisors.net

(657) 464-3648

