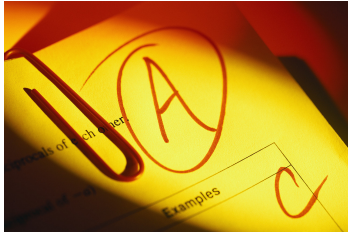




Reminder Program Outcomes

The “Holy Trinity” of Case Management Outcomes: Cost Savings, Quality of Life Improvement and Participant Satisfaction



In each of these areas, PageMinder’s Wireless Reminder Program has documented results.

➤ *Two Studies Show Significant Cost Savings*

A 2003 study by Missouri Medicaid compared program participants to a control group. The program participants had dollar claims 23% less than the control group. A subsequent study showed similar savings when comparing participants’ dollar claims the year after starting the program to dollar claims the year before.

Program participants had increased pharmacy utilization of 21% in two studies for Missouri Medicaid, indicating improved compliance with prescribed medication regimens. Lower physician and hospital expenses offset these increased prescription costs, totaling a net savings of 23% or \$3400 per participant per year.

➤ *Clinical and Quality of Life Improvements Told*

A group of diabetes patients selected for histories of high medical utilization were surveyed and following a year participation in the wireless reminder program, 64% reported their health was improved or much improved, while only 6% reported a decline in their general health.

Participants reported improved health leading to return to work from disability; decrease in number of medications taken; and many other indicators of quality of life improvements.

➤ *Participants Report Very High Levels of Satisfaction*

On a 5-point Likert scale, when participants were asked about their satisfaction with the wireless reminder program, the average score was **4.8**. Many participants expressed a high degree of gratitude to the program for the health benefits they were able to achieve.