Pyx Health®
Because no one gets better alone™

CASE STUDY

5,000+ care team hours saved while increasing member engagement

This Midwest health plan engaged Pyx Health in 2023 to support their members' need for human connection and companionship. Their members were lonely—sometimes calling the police or 911 just to talk—and leadership wanted to relieve the pressure on care teams. Companion calls, and the non-medical drivers of health (NMDOH) needs they uncover, are vitally important but prevent optimal use of specialized skill sets and limited time.

By taking over much of the companionship and care coordination needs of members, Pyx Health was able reduce time spent per member by health plan care teams.

> **"On average, each enrolled member required -36 minutes per member per month. Given ~700 enrolled members, this would calculate to save 5,320 hours per year."***

Health plan director of business intelligence

Figure 1

|	Avg. of avg. hours before Pyx engagement	Avg. of avg. hours after Pyx engagement
Non-Pyx Health member	2.904	-
Pyx Health member	3.527	2.895
Total	2.956	2.895

Figure 2

Engagement and staff time saved by domain

The more domains of need a member had, the more support they received from Pyx. This translated into greater time savings for the plan's care teams.

Since the level of support provided is aligned and tailored to individual needs, time savings is greatest when members have more domains of need.

Domains are defined as:
- Non-medical need
- Loneliness
- Anxiety/depression
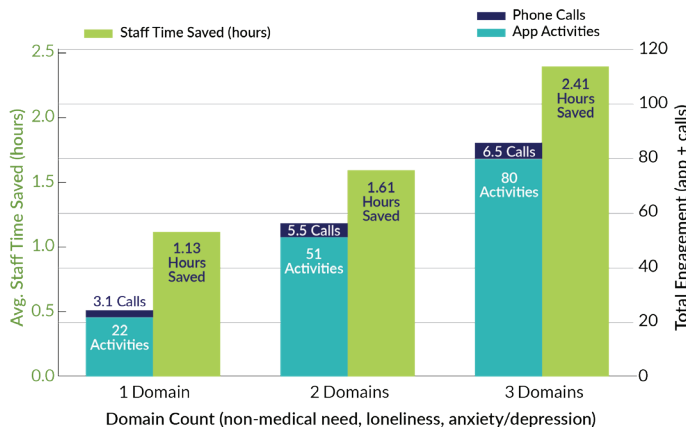
CLIENT BACKGROUND
- Midwest LTSS plan serving the disabled and elderly
- Assigns each member an interdisciplinary team of social worker and nurse
- Tracks care management hours per member

METHODOLOGY
- Health plan-led, 6-month pre vs. post analysis of time spent by health plan's care management team (Fig. 1)
- Pyx Health-led pre vs. post analysis of UCLA-3, PHQ-4, and PRAPARE (Fig. 2)
- 569 evaluated members

PYX HEALTH INTERVENTIONS
Average call lasts 23 minutes

Calls by category:
Companionship	43%
Loneliness	25%
NMDOH	18%
Anxiety/depression	11%

App use by category:
Positive psychology interventions	30%
Resources/links	25%
Pyxir chat	25%
Wellness activities	20%

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* Equivalent to 2.5 FTEs