

## Using Data and Clinical Support to Deliver a BIG Impact

### Introduction

Bolton Health believes in driving *BIG Impact*. Bolton Innovation Group's (BIG's) data-first strategy is built on one premise: health plans perform better when data is used continuously; not quarterly or annually, but weekly. Through weekly medical and pharmacy feeds into our Switchbridge™ data activation platform, BIG identifies opportunities to redirect members to higher-quality, lower-cost care. When paired with BIG's registered nurse navigator, members receive better guidance, better outcomes, and a better experience, while plan sponsors save significant dollars.

### 1. Infusion Therapy Shift: Better Access, Lower Cost

A member was receiving a monthly infusion therapy treatment at a local hospital costing \$68,000 per month. Switchbridge flagged the claim, and BIG's nurse navigator contacted the member to explore alternatives.

The member transitioned to a community-based infusion center that was easier to access and avoided unnecessary hospital facility fees.

New cost: \$39,000 per month

Savings: \$29,000 per month, with improved convenience for the member.

### 2. Liver Transplant Navigation: Quality and Savings in One Move

Data identified a dependent who required a liver transplant. The nurse navigator discovered the procedure was scheduled at a hospital with limited transplant volume. After multiple consultations, the family agreed to transfer the procedure to Johns Hopkins through a bundled procedure arrangement.

Plan savings: Approximately \$200,000

Member impact: Access to a top-performing transplant center with higher quality outcomes.

### 3. Cancer Navigation: Precision Treatment That Changed the Trajectory

Weekly claims data revealed a new cancer diagnosis. The member was immediately connected to a cancer navigation program for support and education. A recommended second opinion led to testing that identified a gene mutation allowing for a targeted medication regimen instead of chemotherapy.

Six-month outcome:

- Significant tumor reduction
- No evidence of spread
- Avoided chemotherapy and its long-term side effects
- More personalized, less invasive, and more cost-effective care

#### **4. Sleep Apnea & GLP-1 Intervention: Restoring Health and Productivity**

An employee suffering from severe sleep apnea was waking up roughly 300 times per night. Exhaustion, depression, and absenteeism were affecting health and job performance. With clinical support, the employee received an exception for a GLP-1 prescription.

Within 90 days:

- Sleep apnea symptoms became “minimal”
- Healthy sleep patterns restored
- Improved mental and physical well-being
- Marked improvement in workplace attendance and engagement

#### **Conclusion**

Bolton Innovation Group drives *BIG Impact* through a continuous data monitoring and clinical navigation model that drives earlier identification, better decision-making, higher-quality provider selection, and lower overall costs. This is what a data-first approach delivers: better care, better outcomes, and meaningful savings.