



ValidationInstitute

2020 Validation Report

Review for: TrueLifeCare
Valid through July 2021



Company Profile

Category:	Diabetes Management
Website:	truelifecare.com
Public or Private:	Private
Year Established:	2012
CEO:	Tom Milam
Company contact:	615-369-0707



Description:

TrueLifeCare's mission is to be committed to helping the person with diabetes achieve more stable health and a better quality of life. This directly results in a healthier bottom line for employers utilizing the TLC program.





Claim Assertion for Validation

TrueLifeCare helps members who have diabetes to better manage their condition. The program offers these members no-copay supplies and health coaching. Employers benefit from TLC's lower-cost supplies. The goal of the program is to reduce emergency room and inpatient hospital visits for diabetes.





Method / Calculation / Examples

For a group averaging 18,145 members over a four-year period, the analysis counted the number of ambulatory emergency room (treat-and-release) visits and inpatient hospital stays that had diabetes as the primary diagnosis. The frequency of these visits per capita (all plan members) was calculated for four consecutive years. The cumulative change in visits was then calculated by comparing each year to the baseline year. Total costs were calculated by multiplying the visits by the average cost per ER and IP stay that had diabetes as a primary diagnosis.

Total savings from reduced ER and IP visits was then compared to the net cost of the program. Net cost of the program was calculated by taking the gross costs and subtracting the costs for diabetic supplies. The diabetic supplies cost would have applied with or without the program.





Findings & Validation

Over the four-year period, the program reduced ER visits by 55 and IP visits by 5 saving a total of \$188,595, compared to the net cost of the program \$158,503. Return on Investment was 1.19: 1.





Validation and Credibility Guarantee

TrueLifeCare achieved level 1 validation for Savings. Validation Institute is confident that **TrueLifeCare** performs as they state they are willing to provide up to a \$25,000 guarantee as part of their Credibility Guarantee Program*.

Level 1 - Savings

Can produce a reduction of health care spend including the cost of the provider. Product/solution has produced, and replicated a lower cost for healthcare overall or a specific component of healthcare

Level 2 - Outcomes

Product/solution has measurably “moved the needle” on an outcome (risk, hba1c, events, employee retention, etc.) of importance.

Level 3 - Metrics

Claim is made that – with sourced, overridable assumptions linked to peer-reviewed or government sources

Level 4 - Contractual Integrity

No outcomes or savings has been shown, but vendor is willing to put a part of their fees “at risk” as a guarantee





Limitations

Indirect costs of the program, such as the employer's administrative burden, are not reflected.





Validation Expiration: July 2021

CERTIFICATE OF VALIDATION

Applicant:

TrueLifeCare

205 Powell PISuite 114

Brentwood, Tennessee, 37027

Product:

TrueLifeCare Diabetes Program

Claim:

Reduce emergency room and inpatient hospital visits for diabetes to lower costs.

Validation Achieved:

Level 1 - Validated for Savings

Linda K. Riddell, MS

VP, Population Health Scientist

Validation Institute

Benny DiCecca

Chief Executive Officer

Validation Institute



About Validation Institute

Validation Institute is a professional community that advocates for organizations and approaches that deliver better health value - stronger health outcomes at lower cost. We connect, train, and certify health care purchasers, and we validate and connect providers delivering superior results. Founded in 2014, the mission of the organization has consistently been to help provide transparency to buyers of healthcare.

To strengthen our offering and provide additional credibility around our service, the **Validation Institute** recently announced a Credibility Guarantee* that offers customers of validated solution providers up to a \$25,000 guarantee. This guarantee confirms that a validated solution provider will, achieve what the validation language on a marketing claim says it will achieve.