ValidationInstitute

2022 Validation Report

Review for: TrueLifeCare

Validation Achieved: Savings

Valid through: July 2023

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.

Limitations

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

Validation and Credibility Guarantee

TrueLifeCare's Diabetes Program achieved validation for Savings. Validation Institute is willing to provide up to a $25,000 guarantee as part of their Credibility Guarantee Program. To learn more, visit https://validationinstitute.com/credibility-guarantee/.

Savings
Can reduce health care spending per case/participant or for the plan/purchaser overall.

Outcomes
Product/solution has measurably improved an outcome (risk, hba1c, events, employee retention, etc.) of importance.

Metrics
Credible sources and valid assumptions create a reasonable estimate of a program's impact.

Contractual Integrity
Vendor is willing to put a part of their fees "at risk" as a guarantee.

CERTIFICATE OF VALIDATION

Applicant:	**TrueLifeCare** 205 Powell PlSuite 114 Brentwood, Tennessee, 37027
Product:	TrueLifeCare Diabetes Program
Claim:	Reduce emergency room and inpatient hospital visits for diabetes to lower costs.
Validation Achieved:	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 health care.

Validation Review Process

Validation Institute has a team of epidemiologists and statisticians who review each program. The team focuses on three components:

- Evidence from published literature that a similar intervention had similar results.
- The reliability and credibility of the data sources.
- The rigor of the approach to calculating results.

To achieve validation, the program has to satisfy each of these components. VI's team then summarizes the review into a report which is publicly available. Details of VI's review are available with the program's permission.