

Nimble Health Overview

Nimble Health is a musculoskeletal (MSK) care management program that identifies and engages with patients very early into their MSK journey offering clinical decision support, valuable digital tools, navigation, and concierge scheduling to high quality physician specialists within the member's existing health plan network. Nimble Health acts as a trusted guide along a member's MSK care journey, generating best-in-class levels of engagement with a patient-first advocacy model.

Services Include:

- ✓ Member Engagement
- ✓ Clinical Decision Support
- ✓ Digital Tools and Educational Materials
- ✓ Virtual PT and Virtual 2nd Opinion Referrals
- ✓ Concierge Scheduling
- ✓ Evidence-Based Provider Quality Assessments
- ✓ Navigation of High Performing Providers
- ✓ Pre- and Post-Op Patient Support, Including Opioid Education and Risk Monitoring

Key Program Attributes

Value	Outcome
A comprehensive solution that encompasses the major components of the MSK journey	Administrative ease for plan sponsor and member
Best-in-class engagement levels	Drives stronger clinical and financial results
Proven track record of strong member approval & Net Promoter® Scores	A satisfied and more productive workforce
No conflicts of interest	Patient-first advocacy model
All-inclusive case rate	No fixed costs or admin fees

Challenge:

MSK care accounts for 15 to 20% of overall medical spend for most plan sponsors, while roughly 50% of the adult U.S. population is affected by an MSK condition.

Solution:

Nimble Health is an MSK care management program designed to engage directly with members at the beginning of their care journey, typically 4–6 months *before* a surgery occurs.

Nimble Health's program generates savings for the plan sponsor in several ways, including:

- Savings on advanced imaging, physical therapy, and surgery costs via navigation to providers and sites of service based on quality and value
- Savings from avoiding unnecessary surgeries

Challenge:

Members often have a challenging and frustrating experience navigating the healthcare system on their own while seeking care for their MSK condition.

Solution:

Nimble Health is a comprehensive solution that coordinates all major facets of a member's MSK care journey. Nimble Health Coaches (RNs with orthopedic specialty) offer a wide array of educational materials and digital tools to help members understand options available to treat their condition and inform their decision-making process.

When surgery is not necessary, Nimble Health offers coordination with conservative care solutions that are included in the program, such as physical therapy (both virtual and in-person) and chronic pain health coaching. When surgery is necessary, Nimble Health guides members to high-quality surgeons to help achieve optimal outcomes.

Challenge:

Plan sponsors want to ensure members are actually utilizing the programs included in their benefit plan and want administrative ease in managing their healthcare vendors.

Solution:

Nimble Health utilizes a proactive multimodal outreach engagement process (phone, text, email) and remains in close contact with members throughout their MSK care journey. Nimble Health utilizes a proactive multimodal outreach engagement process (phone, text, email) and remains in close contact with members throughout their MSK care journey. Nimble Health can work with existing programs and improve overall utilization into Virtual Physical Therapy, Expert 2nd Opinion programs, Wellness,