ParetoHealth®

Tom Petrizzo CEO,
Tri-County Mental Health
An Employer's Story:

**How Pareto offers a behavioral health
provider the insights it needs to innovate.**

Tri-County Mental Health is a nonprofit, tax-exempt behavioral health provider in the Kansas City metro area.

Tri-County Mental Health has been serving the northern suburbs of Kansas City metro since 1973, and CEO Tom Petrizzo places a high premium on vision and long-term pragmatism. **"For 20+ years, we were in the fully-insured market," he explains. "We did the dance every year, putting health insurance out for bid and trying to get the premiums down.** But we would do it all very blindly. We had no data. Nothing that told us what the claims were or what the trends were. We had nothing."

As a CEO trying to run an organization with a $25 million budget, Petrizzo was deeply frustrated by the lack of insight into where the company's healthcare dollars were going. "To me, it was just infuriating," he recalls. "I couldn't stand it. So in 2015, with the help of our consultant, we transitioned to the self-insured market and joined Pareto."

The data Pareto provides has been invaluable. "We now have the ability to be more thoughtful about making decisions," Petrizzo says. "We receive claims data regularly and look at it. And then we use that data to provide feedback about utilization, medical choices, and what kinds of medications are being used." For example, a few years ago, the organization saw a sharp uptick in individuals and families using the emergency room for primary care. "We noticed it, so we did some education around it to make our staff aware of local urgent care clinics and other options, like telehealth," he says. **"And those claims went down. It was just a matter of letting people know they had other options—better options."**

Kansas City Headquarters

Non-Profit Established

1973

Joined Pareto

2015

❝ In the five years we've been with Pareto, we've only exceeded the budget once—or even come close. **We've actually saved on the budget four out of those five years."**

" We're able to be transparent with our staff and board about our health insurance budget in ways we weren't before —because now we have data and information to share about what we're spending money on and why."

Data has also informed the organization's benefits, says Petrizzo, keeping them innovative and up-to-date.

"We were able to see a need for employee wellness programs, like a fitness health and wellness application, and HealthJoy, an online patient benefits platform—which were both very well received by our staff."

Pareto also provides another kind of insight for Tri-County Mental Health —a community of ideas. "What was neat about HealthJoy and the fitness app is I learned about all of those possibilities through Pareto. I would have never known about them otherwise," he explains. "Pareto keeps me up to date on what's on the leading edge of the health insurance market— whether it's a wellness app, an idea for cost containment, direct contracting, a shared clinic, or any number of other ideas that might help us offer better care and get more value."

The Pareto community has been a constant source of inspiration and innovation for Tri-County. "I love that part of it," Petrizzo says. "I can talk to our peer organizations in the captive and ask, 'What has your experience been with that?' As a leader and director of an organization, Pareto helps me think about cost management opportunities I never would have known about had we stayed in the fully-insured market. With Pareto, you get exposed to this whole menu of what's happening in the world of health benefits and then can see what best fits for your organization."

" With Pareto, we are better able to control our own destiny. "