



*Engineering the flow of communication*

# Do Purchasers Care About Underuse?

## What Should They Do About It?

John J. Mahoney, M.D.

Corporate Medical Director

Pitney Bowes

Academic Medicine and  
Health Industry Forum

July 16, 2004





# Pitney Bowes Employees

Average Age – 40.3 yrs

Enterprise Solutions – 39

Mailstream Solutions – 42

Gender – 60% male ; 40% female

YOS – 7.1

Enterprise Solutions – 4

Mailstream Solutions – 10.6











# Key Predictors for High Cost Claims

- Diagnosis
- Medical expense
- Compliance























# Asthma – Changes in Drug Use

- Use of “rescue” drugs decreased from 35% to 12%
- Use of “controller” drugs increased from 26% to 39%
- Tier 1 users were most likely to discontinue drug use
  - ? Valid diagnosis
- Users of impacted drugs had highest adherence rates

