

One Call Launches New Biopsychosocial Health Program

Program aims to enhance One Call's individualized, holistic approach to helping injured workers regain health

JACKSONVILLE, Fla. (November 27, 2018) — One Call, the nation's leading provider of specialized healthcare solutions for the workers' compensation industry, has partnered with TrestleTree, a Harvard Pilgrim company that offers behavioral health coaching services and proprietary [opioid risk prediction tools](#), to accelerate an injured worker's road to recovery.

One Call is committed to coordinating the individualized, holistic treatment of injured workers. When a worker gets hurt on the job, biopsychosocial risk factors such as chronic conditions, predisposition to substance abuse, or symptom magnification can be present. If left unaddressed, they hinder an injured worker's ability to regain health—driving up medical, indemnity, and administrative costs.

A study in JAMA Psychiatry, 2014 stated, "A large, self-insured employer could spend an additional \$14,810 for each covered employee who abuses opioids."

Often, these conditions delay recovery timelines due to persistent non-adherent health behaviors. Fifty percent of people with chronic health conditions don't follow physician directives and are non-adherent with medications, according to CDC's Public Health Ground Rounds presented on February 21, 2017. This adds another layer of complexity when treating an injured worker.

That's where TrestleTree comes into play. For more than 15 years, TrestleTree has helped employees make change in their lives by building authentic relationships with their participants and developing individualized health solutions together.

"TrestleTree connects with individuals to draw out their unique story through a relationship of trust – without judgment or shame – and earns the right to influence them toward changing difficult health behaviors," stated Ted Borgstadt, chief executive officer at TrestleTree. "TrestleTree will work with individuals to support physician directives, teach them about opioids as well as the risk for opioid misuse, and guide them on how to use additional pain management strategies."

In partnership with TrestleTree, One Call's Biopsychosocial Health Program will view an injured worker's health story from all angles. If an injured worker is identified to have a specific set of risk factors such as chronic pain or anxiety about returning to work, One Call will pair him with a behavioral health coach within TrestleTree's network to start a conversation.

"We know that non-adherent health behaviors are the largest drivers of healthcare costs," said Will Smith, chief product officer at One Call. "TrestleTree can back up their unique approach to these behaviors with proven results. Their partnership is just another tool in our toolkit to help injured workers get healthy quickly and reduce claims costs."

One Call's Biopsychosocial Health Program is the latest example of its continuing commitment to be a trusted resource for outcome-driven innovation within the workers' compensation industry.



About One Call

Headquartered in Jacksonville, Florida, One Call is the nation's leading provider of specialized healthcare solutions for the workers' compensation industry. We provide injured workers with convenient, efficient and cost-effective healthcare so they can get back to work and life faster. From diagnostics and medical equipment to home healthcare, physical therapy and transportation, we're proud to offer a complete suite of innovative products and services with a focus on injured workers' needs across the continuum of care. For more information and the latest news, visit us at onecallcm.com, [LinkedIn](#) (One Call) and [Twitter](#) (@onecallcm).

About TrestleTree

TrestleTree, LLC, a Harvard Pilgrim company, was founded on the belief that anyone, regardless of level of motivation, can change difficult health behaviors and sustain those changes long-term. TrestleTree's success is built on a foundation of the science of behavior change, the relationship between a participant and their Health Coach, and the tailoring of interventions to the nuanced needs of participants. For more information, visit trestletree.com or email hello@trestletree.com.

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