The CAPICHe Trial
Costs to Australian Private Insurance - Coaching Health

BUPA Fund members
(≈3 million)

Meet inclusion / exclusion criteria

A proportion, dependent upon capacity of health coaches, are randomly selected using SurveySelect

Standard demographic profiling

Randomisation
(stratified for chronic condition and risk score)
4:1 allocation ratio to intervention and control

Usual Care
- Mailed programme awareness
- Mailed tailored educational material
- Mailed outreach to encourage the member to talk with health coach
- Outbound health coach outreach and follow up calls (min. 1 call first month)
- Access to inbound health coach call centre
- Mailed health coach material

CAPICHe Intervention

Minimum Follow-up 12 months
(from randomisation into treatment group)

Primary Outcome: Total (non-maternity) health care cost per member to the private health insurer

Secondary Outcome: Cost by type of service;
Hospitalisation rate;
"Impactable" hospitalisation rate;
Hospitalisation by type of service;
Same-day hospital admission rates;
Inpatient bed days.