The power of integration
Lowering costs and increasing satisfaction

Client Case Study:
National Provider of Health Services
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The Case for Integration

A detailed Engagement Analysis revealed medical and productivity cost savings of $18.5 million in the first full year

About the Client
Number of Employees: 70,000+
One of the largest providers of specialized healthcare services, with over 1,500 locations across the U.S.

Challenges
Rapid growth through acquisition led to many challenges for the benefits department:
• Diverse population made up of union, non-union and managed employees struggled with complex benefit offerings, multiple plan variations and different carriers
• A fragmented health and wellness offering left employees confused and frustrated trying to navigate their benefits
• Managing multiple carriers and program vendors was administratively expensive to support and offered no way to get a view across their population's health status
An Integrated Solution Drives Superior Outcomes

After implementation of Health Advocate's services, the client had streamlined administration, simplified the employee experience and significantly increased engagement.

Engagement and Productivity Savings: $6.2 million

A Single Solution

Health Advocate implemented a single, comprehensive, integrated health and well-being solution.

Driven by advanced health data analytics and supported on a single technology platform, the solution streamlined the employee experience and increased engagement.

More than 5

Number of vendors eliminated or replaced

Instead of calling different phone numbers to reach different benefits, employees called a single phone number to access all health-related benefits and services, including those not offered by Health Advocate.

Our integrated team of interdisciplinary experts resolved issues, answered questions and helped employees improve their health and well-being.

Examples of Engagement:

- 98% Engagement across all programs
- 125,000+ Number of total interactions
- 39,000+ Number of Advocacy cases
- 64% earned Wellness Incentive rewards
- 13,000+ completed Personal Health Profiles (PHP)
- 85% of members with a gap in care engaged with Health Advocate

What their employees are saying:

“You were wonderful with all your contact, research, assistance and guidance. I really appreciate all you did and how you handled my case.”
The Case for Integration

The Engagement Analysis measured the difference in costs and outcomes for employees who engaged in the Wellness Program with those who did not engage. The study tracked health outcomes over a full year, using the year before as a baseline. Data included all employees and family members who had a claim and were continuously covered for health benefits throughout the measurement period.

Comparison Groups

- **Control**: Members with no identified gaps in care who did not engage with Health Advocate
- **Outreach**: Members who received outreach for a gap in care and did not engage with Health Advocate
- **Engaged**: Members who received outreach for a gap in care AND interacted with a Personal Health Advocate, Wellness Coach or Health Educator at a biometric screening

Driving Behavior Change

The analysis also examined the impact of key program components.
- Wellness Program
- Biometric Screenings
- Chronic Care Solutions
- Personalized Health Communications

Overall Engagement Results

- **Risk Score**: Current Risk Score in the total population decreased 7%
- **Hospital Admissions**: Were 28% lower in the engaged group than the non-engaged group
- **Preventive Care Screening**: Was 55% higher in the engaged group than the non-engaged group

Medical Cost Savings

- **1.7% less of an increase in medical costs** compared to marketplace trends
- **9.3% decrease in inpatient utilizations** for members compared to a 3.8% increase in the marketplace
- **9.5% difference in PEPY risk adjusted medical cost trend** for engaged members vs. non-engaged members

One-Year Engagement Analysis Outcomes 2017 to 2018

**ROI**: 4:1

What their employees are saying:

“I was lost and my Personal Health Advocate helped me through a healthcare maze I could have never figured out on my own.”
Health Advocate is the nation's leading healthcare advocacy and assistance company serving more than 12,500 clients, including many of the nation's largest companies.

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