

## Manufacturer Boosts Employee Satisfaction and Benefits ROI Through Navigation

A leading manufacturer of industrial steel products experienced years of climbing medical costs, driven largely by high-cost claimants. An audit found high-risk plan members getting minimal benefits guidance and clinical support. Given the company's employee-centered philosophy, leadership saw the need for a more proactive approach to employee healthcare benefits design.

Quantum Health collaborated with the client's benefits team on a multipronged benefits optimization and cost-savings strategy. Objectives included boosting engagement and care coordination among high-risk members, reducing out-of-network and inappropriate care, and driving point solutions utilization.



### STRATEGIC CLINICAL PARTNERSHIP

Now, a dedicated Personal Care Guide nurse, alongside other clinical experts, regularly engages each high-cost claimant through their entire healthcare journey. In one case our pharmacy specialists were able to identify a federal program that subsidizes an otherwise prohibitively expensive blood-disorder drug, reducing spend as well as cost burden for the employee.



### ENHANCED, FOCUSED ENGAGEMENT

Healthcare navigation had an immediate impact on the majority male workforce's appropriate utilization. Engagement in benefits and care improved when Quantum Health configured the employee incentive offering to include designating primary care providers and preventive screenings.



### BENEFITS PLAN OPTIMIZATION

In managing the client's plan more precisely, Care Coordinators found past cases where claims had been paid on ineligible devices and procedures. Fixing that cost driver, plus routinely sharing plan performance analysis, is helping the HR team evolve their benefits strategy while relieving them of benefits-related inquiries and workload.



Adopting a more strategic, clinically capable member services solution is paying off. Proactive benefits education and guidance are growing utilization and member satisfaction, and more employees are progressing from high-risk to moderate or low-risk. The client's leadership sees cost trend and workforce productivity both going in the right direction. Each year, their Quantum Health relationship has delivered meaningful results and return on investment.

1

### COST TREND IMPACT

More than 2 to 1 ROI on navigation solution.

2

### EFFECTIVE ENGAGEMENT

Members with claims over \$50K: 98%. Real-Time Intercept™, on average, 103 days before claims are filed.

3

### MEMBER SATISFACTION

Net Promoter Score® (NPS®) of 78. The health insurance category average hovers in the teens.

*"The patient was as excited as we were to make sure they got released on time. Jeff at Quantum Health was really proactive with follow-up, helping clarify some eligibility issues and keep everything moving on schedule." \**

*– Hospital case manager*

### DEMOGRAPHICS

- Average age: 31
- Gender: 57% male
- Operations: 52 facilities

\*To protect member privacy, identifiable facts have been changed.

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