

## Healthcare Navigation Helps Pharmaceutical Company Compete for Talent

Pharmaceuticals is as fiercely competitive as any global industry – from discovering treatment breakthroughs to recruiting and retention of top talent. When a leading drug company relocated its U.S. headquarters during a time of rapid growth, its leaders decided to significantly upgrade not only their benefits plan but also their employees' healthcare experience.

Healthcare navigation from Quantum Health now resolves employees' benefits questions and claims issues, freeing them to focus on business-critical research and clinical trials. As the client adds point solutions to keep the plan dynamic, navigation keeps members apprised, promotes utilization and drives return on investment.



### POINT SOLUTION INTEGRATION

Employee-relevant point solutions – including maternity, weight management and telemedicine – are central to the client's competition-benefits strategy. Given Quantum Health's integrations with more than 700 vendors, incorporating new ones is rapid and seamless.



### INFORMED DECISION SUPPORT

Quantum Health's data and analytics support the client's strategic planning. Plan design decisions we've helped inform include researching relevant point solutions, strategizing to engage high-claim and chronic condition subgroups, and evaluating a benefit that would give employees access to breakthrough cancer treatments.



### PROACTIVE, PERSONALIZED ENGAGEMENT

The client's enhanced benefits now offer one-on-one care coordination for members on complex treatment and surgery journeys. Inquiries to member services are met with expert answers and proactive problem solving. Quantum Health's solution relieves workload on the benefits team while supporting their talent strategy.



Client executives say leveraging enhanced benefits to attract and retain employees is paying dividends. Core to the strategy is the continued refinement of a best-in-category benefits offering. Also essential is healthcare navigation and care coordination, to enrich and simplify the employee benefits experience. Meanwhile, the same strategy is helping curb the company's healthcare cost trend. In a competitive industry – any industry – that's a win-win.

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### EFFECTIVE ENGAGEMENT

High-risk members: 93%.  
Hospital pre-admission and post-discharge engagement: 86% and 75%, respectively.

2

### COST TREND IMPACT

Cost trend of 3.5%, compared with industry average 6.5%.

3

### MEMBER SATISFACTION

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

*"We felt caught in the middle when my daughter needed a procedure and multiple doctors were in conflict over who she should see. Tonya from Quantum Health straightened things out quickly. I'm not sure what we would have done without her help." \**  
– Plan member

### DEMOGRAPHICS

- Gender: 54.5% male
- Operations: 90 research, clinical and production sites worldwide
- Scope: 200 million people each day benefit from the company's products

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

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