

Barry-Wehmiller Boosts Employee Care and Benefits Engagement with Navigation

Barry-Wehmiller is committed to treating its team members as family. After introducing a high-deductible health plan (HDHP), leadership was concerned about helping plan members control out-of-pocket costs. The manufacturing technology and consulting company sought a navigation partner to help its team with benefits questions and HDHP adoption while also supporting them with expert care coordination.

As one key aspect of our solution, Quantum Health provides dedicated, highly empathetic care coordination to members on significant medical journeys, from cancer treatment to major surgery. We start and keep their journeys on cost-effective trajectories through early, proactive engagement with members and providers. Whether answering eligibility questions or supporting complex cases, we're there for the client's "family."



DEDICATED CARE COORDINATION

Our nurse Care Coordinators engage directly with members and their providers to ensure treatment instructions are communicated, understood and followed, particularly during and after a major healthcare event. Guided therapy adherence helps employees and the benefits plan avoid costs not covered by the HDHP.



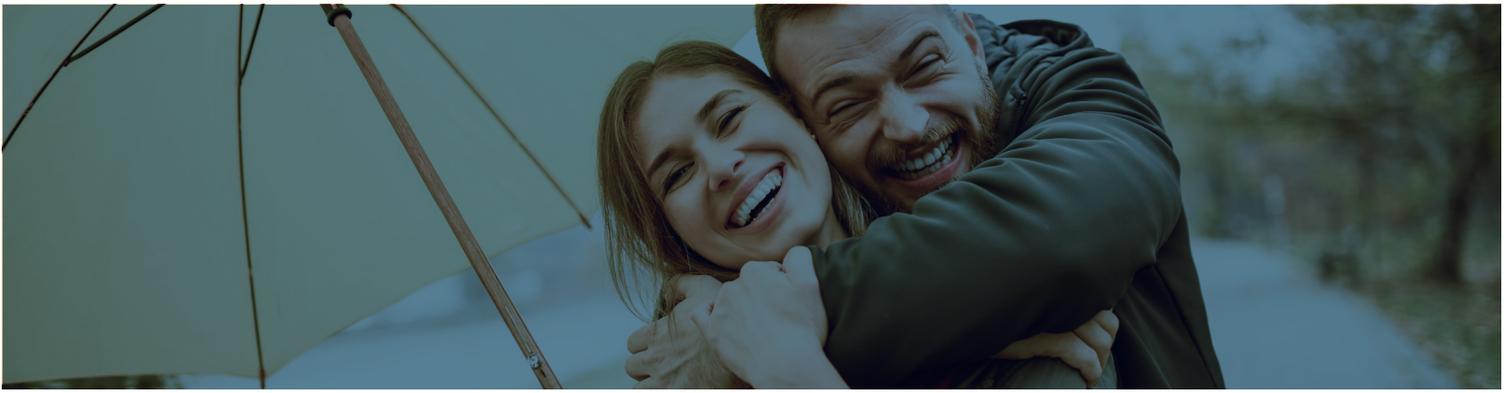
PROACTIVE, TARGETED ENGAGEMENT

With a workforce that's more than 80% male, benefits utilization has tended to be low while certain health conditions and high-risk behaviors are prevalent. Among multiple targeted strategies, we engage member subgroups to drive utilization of a telehealth point solution, as well as provide ongoing clinical support for members living with cancer and diabetes.



FULL ACCESS TO BENEFITS NAVIGATION

Even team members not on the medical plan can contact us for benefits guidance, from dental and life insurance to the employee assistance program. Given a comprehensive resource for benefits answers and access, they're empowered to focus on their jobs instead of untangling coverage and claims.



By partnering with Quantum Health, Barry-Wehmiller is honoring its people-first commitment while taking effective steps to reduce healthcare cost trend. They've been able to implement cost-sharing strategies, including the new HDHP, while actually boosting member satisfaction with their benefits. Team members are getting the proactive benefits service and clinical support you'd want family members to receive.

1

EFFECTIVE ENGAGEMENT

94% with high-risk plan members; 92% with chronic-condition members.

2

COST TREND IMPACT

During a recent nine-month period, more than a half million dollars in avoided costs from Real-Time Intercept™ on high-cost claims.

3

MEMBER SATISFACTION

Net Promoter Score® (NPS®) of 69. The health insurance category average hovers in the teens.

"We've seen such high engagement with Quantum Health. We would never entertain a world without having navigation in place. It's a non-negotiable for us, and our senior leadership team stands behind this. It's so important for other employers to understand that navigation really is the missing link."

– Alexis Zygmund, Leader, Health & Wellbeing, Barry-Wehmiller

DEMOGRAPHICS

- Average Age: 50
- Gender: More than 80% male
- Highly skilled manufacturing employees operating heavy equipment daily.

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Learn more at connect@quantum-health.com