

Tidelands Health Drives Wellness By Leveraging Healthcare Navigation

Tidelands Health is a large regional healthcare system that has always worked to make their state healthier by being a health-minded role model. However, healthcare employees didn't always pay attention to their own health, causing a high claims cost trend. Tidelands added wellness and safety programs, but low utilization of the system's own providers (i.e., "domestic utilization"), and benefits complexity, called for another solution.

We've collaborated with their HR team to support Tidelands' culture of employee wellness, improving the member experience and reducing costs. To do this, our Care Coordinators guide domestic utilization, provide chronic condition care coordination and educate members on their benefits.



DOMESTIC UTILIZATION SUCCESS

Driving members to providers within Tidelands' own system was a primary focus to reduce costs and improve health outcomes. Because Tidelands negotiates pricing with providers at its own facilities, they can keep healthcare spending in-house and at typically lower rates than when members seek outside care. Now, Quantum Health consistently refers members to Tidelands' in-house providers and services.



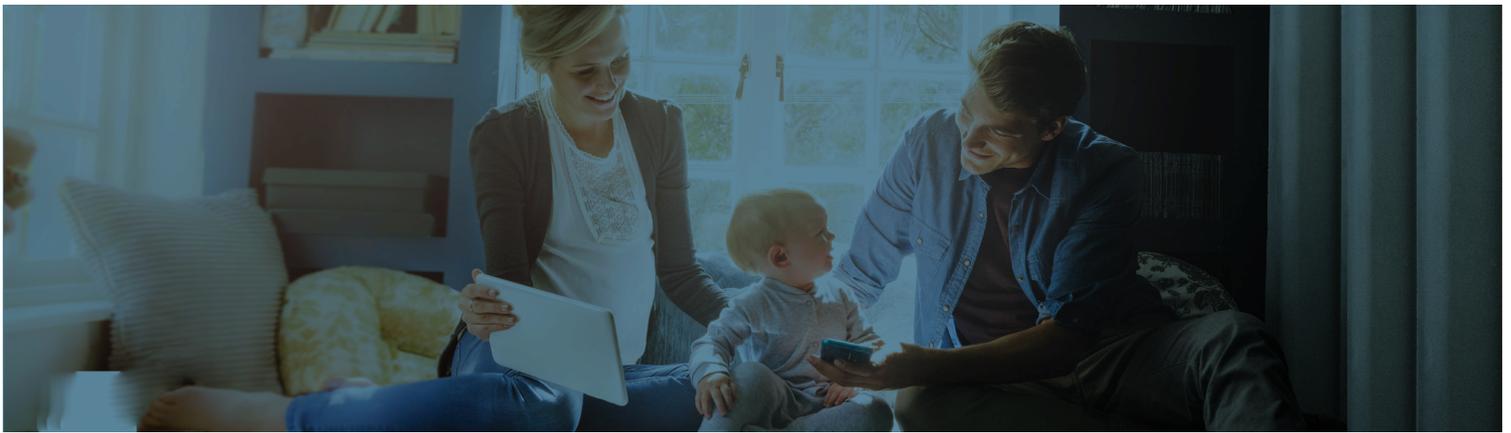
CHRONIC-CONDITION MANAGEMENT

Claims and clinical data analyses enable Quantum Health to target clinical engagement for members at high risk and/or with chronic conditions, such as diabetes and hypertension. Our nurse Care Coordinators guide Tidelands' members to core benefits, point solutions and healthier choices, reducing costs and improving outcomes.



REDUCED HR WORKLOAD

Tidelands' HR team started to see a significant decline in benefits-related questions and workload once Care Coordinators became members' single point of contact for benefits answers and guidance. They've also seen and valued our Care Coordinators' ability to recognize opportunities to boost awareness and referrals for the organization's in-house healthcare services and wellness programs.



Since the partnership with Quantum Health began, Tidelands Health has seen a steady decline in year-over-year healthcare claims costs, indicating that members are receiving the right benefits guidance and care at the right time to avoid future expenses caused by care gaps and preventable complications.

1

DOMESTIC UTILIZATION

72% of claims guided to Tidelands' own providers, with only two claims exceeding specific stop loss since 2016.

2

EFFECTIVE ENGAGEMENT

97% of high-risk members are engaged with Quantum Health, setting them on the path for better outcomes.

3

COST TREND IMPACT

-2.8% compound annual growth rate since inception 10 years ago, compared with an industry average of 6%.

-10.3% per member per month cost decrease since 2015.

"There's been great unison between Quantum Health and our organization.

They recognize our unique needs and have been a collaborative partner."

– Jan Harper, Executive Vice President and CHRO

DEMOGRAPHICS

- 3,000 members
- Average age: 35
- Gender: 60% female

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