

Navigation Delivers Member Care and Results for C.R. England

A significant portion of C.R. England's workforce are truck drivers who live with multiple chronic conditions. Their constant travel makes it challenging to maintain healthy behaviors and routine preventive care. Lacking a condition-management solution, and with claims costs accelerating, C.R. England's HR team sought a partner to help curb healthcare expenses and reduce their benefits workload.

Working with Quantum Health, C.R. England gains expert one-on-one clinical engagement for members with chronic conditions to prevent them from becoming more costly cases. Our Care Coordinators guide members – whether at home or on the road – to in-network providers and help keep them on track to consistent preventive care.



EARLY ENGAGEMENT FOR BETTER OUTCOMES

With our Real-Time Intercept® model, engagements with members and providers alert us to intervene early on potentially high-cost medical journeys. In doing so, we support the member's well-being the whole way while finding ways to reduce unnecessary or duplicative care. In one year, we helped C.R. England avoid \$1.1 million in healthcare claims.



EMPHASIS ON PRIMARY CARE

Our Care Coordinators verify whether the member has a designated primary care provider (PCP). We emphasize establishing PCP visits to ensure appropriate preventive care and screenings, to avoid the unnecessary care resulting from inappropriate member self-referrals, and to ensure every care journey remains clinically appropriate and cost-effective.



BENEFITS WORKLOAD MANAGEMENT

C.R. England's lean benefits team was stretched too thin to provide benefits education and gain utilization and ROI with such a distributed workforce. Our Care Coordinators operate as an extension of the benefits team. They take every member inquiry as an opportunity to educate and guide the member to their best benefits and care options, while reducing administrative burden on the HR team.



Quantum Health's expert and empathetic healthcare navigation and care coordination are delivering on C.R. England's goals of lowering costs, improving employee health, reducing the benefits team's workload and providing an exceptional member experience. C.R. England emphasizes building business relationships through a customer-first philosophy. Health plan members now experience that same approach, with meaningful health and financial outcomes as a result.

1

EFFECTIVE ENGAGEMENT

Quantum Health engages 91% of high-risk members living with chronic conditions.

2

EFFICIENT UTILIZATION

80% of members with a chronic condition had at least one PCP visit.

3

MEMBER SATISFACTION

Net Promoter Score® (NPS®) of 81, compared with the health insurance category, which hovers in the teens.

"We have saved thousands and thousands of dollars because Quantum Health has helped direct the right care for our employees and making sure they're getting what they need and not spending what they don't need to spend."

– Lisa Callister, Executive Vice President Human Resources

DEMOGRAPHICS

- 5,000 members
- Gender: 65% male
- Operations: 4,500+ trucks

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Learn more at connect@quantum-health.com