

COMPREHENSIVE CARE SOLUTIONS™

DRIVING BENEFITS UTILIZATION, EFFICIENCY AND RESULTS

CLIENT: Leading Global Automaker

One of the world's largest car manufacturers is known for producing innovative, high-performing vehicles. It applied that same mindset to self-insured health benefits, emphasizing innovation as it developed a comprehensive program featuring an array of point solutions.

With rising healthcare costs, driven in part by the prevalence of chronic conditions among employees, the company needed maximum impact and ROI from its benefits, including its vendor partnerships.

CHALLENGE:

Underutilized Benefits Solution

Of the client's 70,000-plus U.S. employees, nearly 5,000 have diabetes. HR leaders wanted them to take full advantage of a diabetes management benefits solution to improve their well-being, while also addressing a major cost driver through personalized engagement.

Diabetes Challenges

- Growing prevalence of diabetes
- Increasing claims costs
- Underutilized point solution
- Solution registration complexity

SOLUTION:

Quantum Health

The client already relied on Quantum Health as their employees' single point of contact for navigation across the breadth of its multifaceted benefits offering. When together we saw the opportunity to optimize the diabetes point solution, we compared the vendor's enrollment roster with historic claims data to identify members with diabetes who were not enrolled in the benefit.



DATA

In-depth analysis of solution utilization and historic claims data



ENGAGEMENT

One-to-one member health assessment, benefits education, help with registration



INSIGHTS

Identification of members who will benefit from the solution



UTILIZATION

Solution enrollment and ongoing utilization increase significantly



OUTREACH

Personalized, targeted emails and phone calls to members not yet using the solution

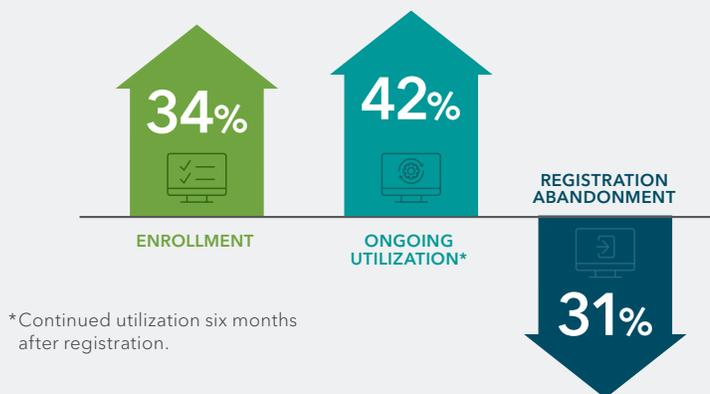
Through a targeted engagement campaign, **we boosted point solution awareness among unenrolled members.** Outreach by our nurse Care Coordinators then engaged many members one-on-one, educating them on their condition and the value of the point solution, including free testing supplies and equipment. When those conversations revealed that members often struggled with solution registration, **our nurses worked hands-on to guide new enrollees through the process.**

RESULTS:

Higher Enrollment, Improved Utilization

Quantum Health's core healthcare navigation and care coordination services already were helping the client close gaps in employees' diabetes care at a rate **8.2% higher** than industry benchmarks. Building on that foundation, the client leveraged our ability to optimize specialized health benefits to gain more value and impact from its diabetes point solution.

Our client saw the following results among its unenrolled members engaged by Quantum Health:



BUILDING ON A GOOD THING

With **Comprehensive Care Solutions**, employers and their advisors choose any combination of our tiered options to suit their member population and plan goals. From managing and optimizing point solutions you've adopted, to deploying end-to-end solutions for the most complex and costly diseases and conditions, you can easily tailor our services to your benefits strategy.

Built on Quantum Health's unique healthcare navigation and care coordination model, along with Real-Time Intercept® (RTI) and deep healthcare partnerships, Comprehensive Care Solutions deliver:

IMPROVED UTILIZATION

Proprietary RTI lets us intervene early in healthcare journeys for maximum impact on member satisfaction, health outcomes and cost control.

ENHANCED DATA INTEGRATION

We drive benefits performance, outcomes and ROI through data-driven insights.

REDUCED HR WORKLOAD

We save HR teams the time and complexity of researching, contracting and managing multiple benefits vendors.

For more than 20 years, Quantum Health has provided self-insured employers and their health plan members an exceptional healthcare experience. You can rely on us for the navigation services and care coordination solutions that produce Remarkable Results®, including **higher employee satisfaction, better health outcomes and lower healthcare costs.**

CONTACT US TO MAKE YOUR BENEFITS MORE EFFICIENT AND EFFECTIVE.

connect@quantum-health.com
 quantum-health.com/solutions/comprehensive-care-solutions