

## Real Estate Firm Builds Benefits Strategy on Foundation of Navigation

When three global commercial real estate firms merged, the result was a tower of benefits challenges. Multiple benefit offerings from each firm needed to meld into one easy-to-use and cohesive offering. Member engagement had to bridge corporate cultures and employee demographics, from leasing agents to maintenance staff. Ultimately, an enhanced member services solution was needed to build awareness and utilization for a new, harmonized plan.

With Quantum Health as their single point of contact, the blended workforce got expert support during and beyond an early flurry of benefits questions and adjustment. Focus on point solutions utilization and engaging high-risk employees put the client's plan on a positive member satisfaction and cost-savings trajectory.



### EXPERT GUIDANCE DELIVERS IMPACT

With provider networks disrupted by the merger, healthcare navigation became and remains essential in saving employees time and stress finding in-network care. We're guiding members to less-costly primary and urgent care, reducing inappropriate emergency room visits by 40% in the first year alone.



### EARLY ENGAGEMENT, ONGOING COORDINATION

Quantum Health's Real-Time Intercept™ model, plus our clinical care coordination capability, combine to help the client better support and manage high-cost claims. For members undergoing cancer treatment or on significant musculoskeletal health journeys, for example, we've helped the client reach 92% engagement.



### SOLVING FOR SPECIALTY PHARMACY

Through our pharmacy services, Quantum Health guides members who need certain specialty medications to the most appropriate care setting, whether home, physician's office or hospital. During a two-year period, it saved the client and employees more than \$500,000 on specialty pharmacy costs.



Working as an extension of the client's benefits team, we absorbed what would have been an overwhelming flood of inquiries from a growing member population facing an unfamiliar benefits plan. We also advised strategic plan refinements that would pay off in member satisfaction while mitigating claims costs. Looking back, the client is delighted to see benefits engagement with employees at nearly four times pre-merger levels.

1

### EFFICIENT UTILIZATION

Including 93% in-network claims. A 62% increase in referrals to the employee assistance program.

2

### EFFECTIVE ENGAGEMENT

More than 900 plan members moved from high and moderate risk to low risk.

3

### MEMBER SATISFACTION

Net Promoter Score® (NPS®) of 81. The health insurance category average hovers in the teens.

*"I had a billing problem with one of my doctors. Sara was tremendous. She jumped in to get things resolved so I didn't have to worry about it. Each contact I've had with Quantum Health, they've provided me terrific support." \**

– Plan member

### DEMOGRAPHICS

- Average age: 45
- Gender: 64% male
- Operations: 231 offices across 35 states

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

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